



GUIDELINES FOR STATE NG911

Legislative Language

Examples and options for legislative language to facilitate the deployment of NG911

DRAFT VERSION 2.0 | 2018
RELEASED FOR PUBLIC FEEDBACK



Table of Contents

EXECUTIVE SUMMARY	1
CHAPTER 1: About this Guidance	5
CHAPTER 2: Before You Get Started...a Checklist!	8
CHAPTER 3: Legislative Guidance, Sample Language & Examples	12
Legislation Pertaining to Governance & Establishment of Authorities	14
Item #1. 911 as an Essential Government Service	15
Item #2. The State 911 Authority	16
Item #3. The State 911 Coordinator.....	18
Item #4. Local & Regional 911 Authorities.....	19
Item #5. The Statewide 911 Advisory Committee	20
Item #6. State 911 Advisory Committee Responsibilities	24
Item #7. Proposed Legislation Affecting 911	26
Item #8. 911 Regulations & Standards.....	27
Legislation Pertaining to Planning, Implementation & Operations.....	28
Item #9. The State NG911 Plan	29
Item #10. Engagement & Cooperation with State Functions, Local Government & Vendors Related to 911.....	30
Item #11. Contracts & Agreements.....	32
Item #12. Compliance with Federal, State & Other Legal Requirements.....	33
Item #13. Data Collection & Information/Resource Sharing.....	33
Item #14. Statewide 911 System Operational & Technical Standards, Requirements & Quality Assurance	35
Item #15. Industry Standards & Requirements	37
Item #16. 911 Database & System Security (Physical & Cyber)	38
Item #17. Technical Assistance to the 911 Community	39
Item #18. Performance-based Acquisition & Use of Services & Information Technology/Devices	40
Item #19. 911 Record & Data Confidentiality & Privacy	41
Item #20. 911 Data & Records Retention	43
Item #21. 911 Liability.....	44
Item #22. 911 Public Education	45
Legislation Pertaining to Funding, Grantmaking & Budget Oversight.....	46
Item #23. Eligible Use of 911 Funding	47
Item #24. Oversight, Management & Protection of Funds	49
Item #25. Local, Regional & Commercial Fund Administration	50
Item #26. Local, Regional & Commercial 911 Budgeting	51
Item #27. Financial Reporting & Annual 911 Fund Audits	52
Item #28. Protection from Raiding of 911 Funds.....	52
Item #29. Grantmaking.....	53
Item #30. Acceptance of Grants & Gifts	53
APPENDICES	
Appendix 1: 911 Terms & Definitions	
Appendix 2: Associations, Organizations & Other Stakeholder Entities Relevant to 911	
Appendix 3: Useful Resources	



Executive Summary

1

2

3 **911 is in the midst of change—technically, operationally,** 4 **and *culturally*.**

5 Since its inception in 1968, the 911 system has come a long way and continues to progress toward meeting
6 the emerging needs of current society—a society with exponentially different needs and behaviors than
7 those that accessed 911 services 50 years ago. Technological advancements, population growth, and a
8 variety of other factors challenge the nascent
9 system that was born at the local
10 jurisdictional level. Today, an individual’s
11 mobility and ever-expanding access to new
12 communication technologies require the 911
13 community to think more broadly, expand its
14 reach, and operate with the utmost efficiency.

15 Empowering jurisdictions to innovate and
16 keep pace is supported by the essential role
17 state authorities and legislators collectively
18 play in making future-forward policy
19 changes.

20 In 2012, the National 911 Program¹ and the
21 National Association of State 911
22 Administrators (NASNA) published the
23 resource titled, *Guidelines for State NG9-1-1*
24 *Legislative Language*—a tool intended to
25 help state authorities:

- 26 • Understand how legislation can drive and enable migration to Next Generation 911 (NG911)
27 capabilities at state, local, and regional levels; and
- 28 • Develop legislative language that facilitates NG911 maturation by establishing a comprehensive
29 regulatory framework flexible enough to accommodate variations in jurisdictional governance
30 structures, policies, technical environments, and operational procedures.

31 Since it was published, *Guidelines for State NG9-1-1 Legislative Language* has helped state officials
32 establish and update 911 policies relevant to jurisdictions within their state and to neighboring jurisdictions
33 with which they collaborate. However, as progress toward NG911 is being made, 911 policies must keep
34 pace to account for the advent of emerging technologies and evolving approaches toward operations and
35 business models. Ensuring that 911 policies accommodate milestones inherent to NG911 transition and the
36 sustainability of new 911 system environments is essential for all stakeholders who play a part in planning,
37 implementing, supporting, and coordinating the migration toward NG911 capabilities.



¹The National 911 Program, created by Congress in 2004 as the 911 Implementation and Coordination Office, is housed within the National Highway Traffic Safety Administration at the U.S. Department of Transportation and is a joint program with the U.S. Department of Commerce National Telecommunication and Information Administration. Further information can be found at <https://www.911.gov>.

38 What does NG911 mean?

39 “NG911” services mean a secure, Internet Protocol (IP)-based, open standards system comprised of
40 hardware, software, data, and operational policies and procedures that:

- 41 • Provides standardized interfaces from emergency call and message services to support emergency
42 communications;
- 43 • Processes all types of emergency calls, including voice, text, data, and multimedia information;
- 44 • Acquires and integrates additional emergency call data useful to call routing and handling;
- 45 • Delivers the emergency calls, messages, and data to the appropriate, PSAP [Public Safety
46 Answering Point] and other appropriate emergency entities based on the location of the caller;
- 47 • Supports data, video, and other communications needs for coordinated incident response and
48 management; and
- 49 • Interoperates with services and networks used by first responders [and other 911 systems] to
50 facilitate emergency response.²

51 Figure 1 below depicts a jurisdictional³ NG911 environment at a very high, conceptual level. Interactions
52 between components are facilitated by both technical and operational elements, including but not limited
53 to technology hardware/software, and processes and procedures implemented by the 911 workforce.



54 *Figure 1: High-level Abstract View of a Jurisdictional NG911 Environment*

² The NG911 description provided represents a definition that was mutually agreed upon by the National 911 Program, the National Emergency Number Association, NASNA, and the Industry Council for Emergency Response Technologies on January 12, 2018.

³ The term “jurisdictional” is used generically to refer to government bodies at various levels. “Jurisdiction” could mean a town, a rural community, or a region within a state.

55 **How can this tool help states establish effective NG911 policy?**

56 To help state officials address (and facilitate) the shifting landscape of 911, the National 911 Program and
57 NASNA have partnered with a variety of private- and public-sector 911 stakeholders to update *Guidelines*
58 *for State NG9-1-1 Legislative Language*. This document represents the second iteration (Version 2.0) of
59 the tool and includes new considerations that pertain to NG911 transition. Also included is a trove of lessons
60 learned and best practices that have surfaced from the direct experiences of state officials who have
61 tirelessly navigated the legislative labyrinth. Since new perspectives arise with each step forward, the
62 National 911 Program, NASNA, and their partners are committed to updating this tool on a cyclical basis.

63 Specifically, this guidance strives to help state officials develop language for a multitude of issues
64 categorized under the topic areas listed below and includes sample language that can be “cut-and-pasted”
65 and adapted for specific state needs.

- 66 1. Legislative Guidance Pertaining to Governance and the Establishment of Authorities;
- 67 2. Legislative Guidance Pertaining to Planning, Implementation and Operations; and
- 68 3. Legislative Guidance Pertaining to Funding, Grantmaking and Budget Oversight.

69 The National 911 Program, NASNA, and the partners who contributed to developing this updated guidance
70 hope that state 911 officials find its content helpful. At the end of the day, success will be measured by
71 contributions this document makes toward helping officials establish policy that:

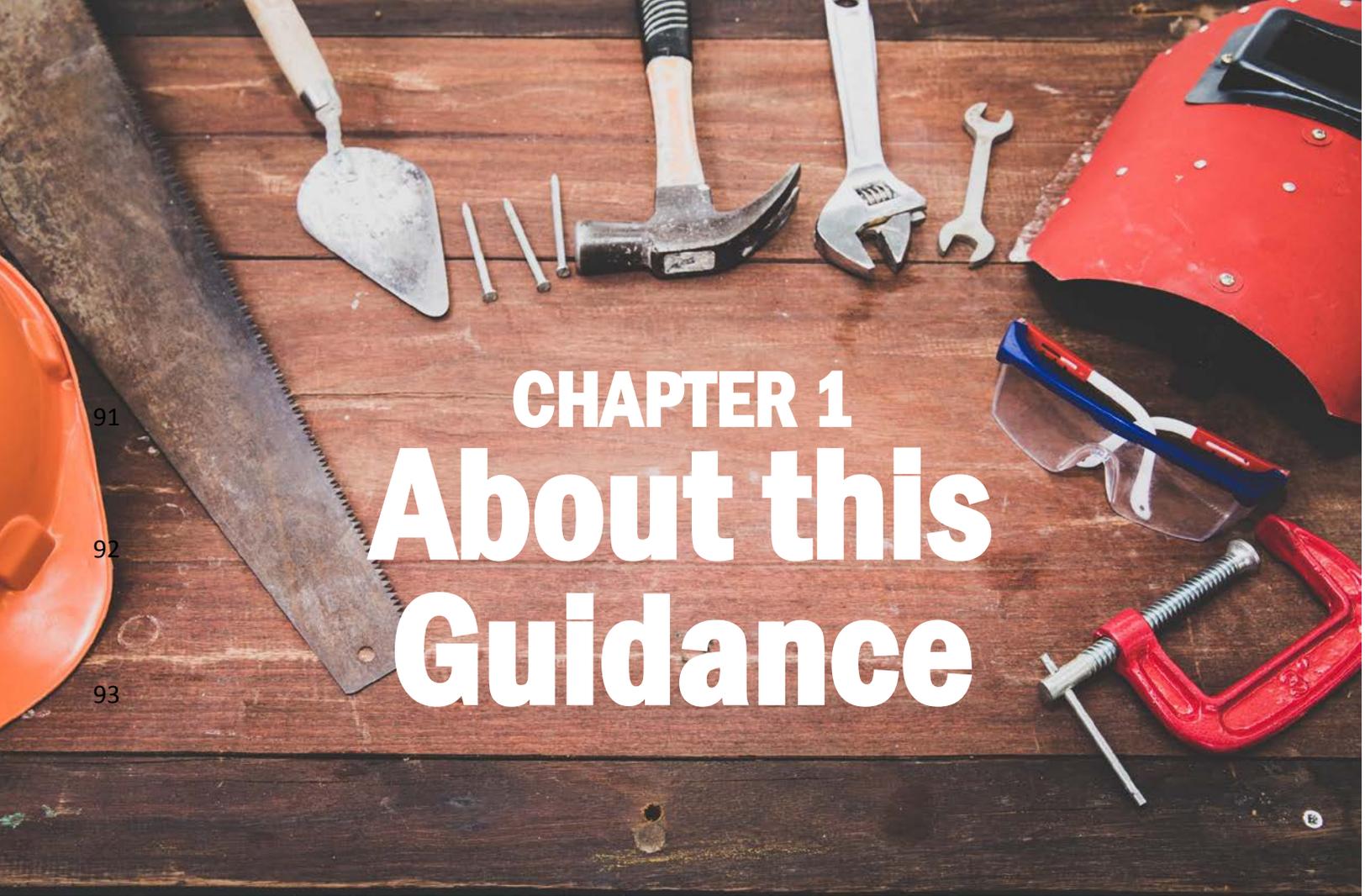
- 72 • Enables state 911 authorities to develop and implement policy-driven NG911 plans;
- 73 • Facilitates the complete implementation of NG911;
- 74 • Safeguards 911 resources for appropriate use throughout state jurisdictions; and
- 75 • Bridges divides between public and private sector 911 interests.

76 **Contributors**

77 The National 911 Program and NASNA would like to thank the following individuals who, on behalf of
78 their organizations, worked tirelessly to develop Version 2.0 of this guidance.

- 79 • Samantha Brear, 911 Project Manager, Utah Communications Authority (UCA)
- 80 • Budge Currier, 911 Branch Manager, California Governor’s Office of Emergency Services
81 (CalOES)
- 82 • Brian Fontes, Chief Executive Officer, National Emergency Number Association (NENA)
- 83 • Carl Simpson, Chief Executive Officer, El Paso-Teller County 911
- 84 • Amber Snowden, International City/County Management Association (ICMA)
- 85 • Dorothy Spears-Dean, Public Safety Communications Coordinator, Virginia Information
86 Technologies Agency (VITA)
- 87 • Jacob Terrell, Associate Legislative Director for Telecommunications and Technology, National
88 Association of Counties (NACo)

89 The completion of this document would not have been possible without the generous contribution of their
90 experience and expertise.



91

92

93

CHAPTER 1

About this

Guidance

94 **Who Should Use this Guidance**

95 While this guidance is relevant, in general, to the entire 911 community, its use is specifically geared toward
 96 those responsible for drafting legislative language that governs 911 planning, implementation, operations,
 97 and service delivery for a given U.S. State, Commonwealth, or Territory(ies)⁴. Key users of this guidance
 98 can be categorized across the stakeholder groups described in Table 1 below.

	Stakeholders	Relevant Role	Relevant Use of Guidance
Primary	Executive director of the state’s 911 office ⁵ and members of the state 911 advisory board	Responsible for drafting 911 legislative language for approval, designing and maintaining NG911 plans, and all aspects of coordinating and managing NG911 implementation activities	<ul style="list-style-type: none"> • Ability to obtain understanding of the depth and breadth of policies needed to enable the state to establish and sustain an effective 911 system • Access to sample, recommended language that can easily be adapted to the state environment • Potential avoidance of legislative landmines by learning from peer experiences
Secondary	State legislators, legislative staff, and the state Governor	Responsible for reviewing and passing 911 legislation	<ul style="list-style-type: none"> • Ability to obtain understanding of the intent behind draft legislative language and the impact language has at the community level • Ability to make educated recommendations for language revisions
Tertiary	Directors of state offices responsible for planning, procurement, implementation, operations, or delivery of resources involved in 911	Responsible for ensuring 911-relevant resources and/or responsibilities within their domain are compliant with 911 legislation	Ability to obtain understanding of the magnitude of their involvement in 911 service delivery and the policies that govern any required collaboration between their office and the state 911 office

99 *Table 1: Stakeholders Who Should Use this Guidance*

100 **How to Use this Guidance**

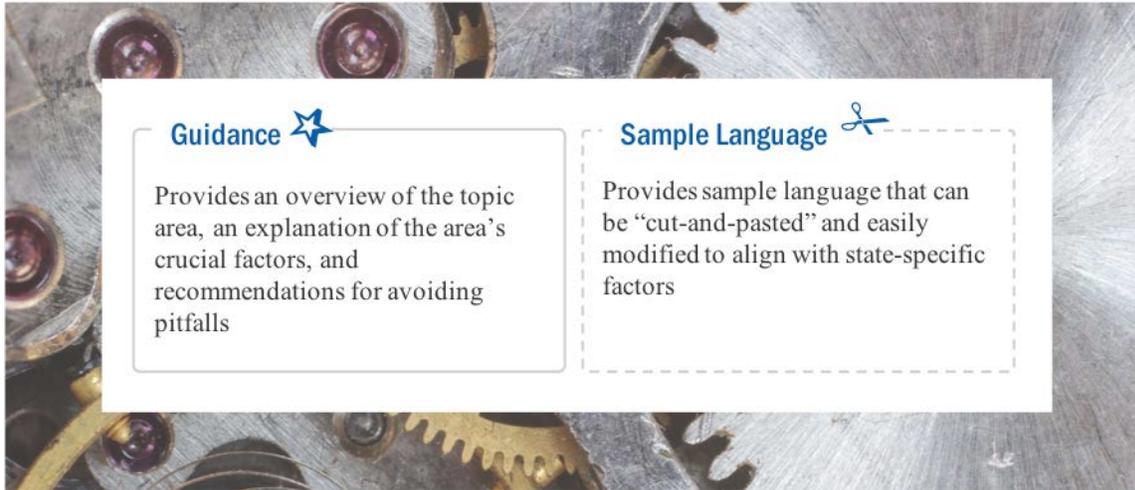
101 The format of this guidance is intended to be user-friendly and accessible via an a-la-carte approach to
 102 content organization. Legislative topic areas are organized by the following three categories:

- 103 1. Legislative Guidance Pertaining to Governance and the Establishment of Authorities;
 104 2. Legislative Guidance Pertaining to Planning, Implementation and Operations; and
 105 3. Legislative Guidance Pertaining to Funding, Grantmaking and Budget Oversight.

⁴ For the purpose of this guidance, the term, “state,” will be used when referencing any such entity.

⁵ Titles carried by those responsible for overseeing state 911 systems vary from state to state. Some examples of these titles include 911 Administrator, 911 Program Manager, 911 Coordinator, and 911 Executive Director. For the purpose of this guidance, the individual tasked with oversight on behalf of the state is referred to generically as the state 911 office’s “executive director” or “coordinator,” regardless of his or her state-given title.

106 Each legislative topic area in this guidance contains two major components (see Figure 2 below).
107 Additionally, some issue areas include tidbits of “good to know” information and sample language states
108 have used.



109 *Figure 2: What You Will Find in this Guidance*

110 To help provide additional context, a glossary of widely adopted terms and concepts is included as [Appendix](#)
111 [1: 911 Terms & Definitions](#). To provide additional reference points for who you can contact for more
112 information on 911 factors, key 911 stakeholder entities are listed in [Appendix 2: Associations,](#)
113 [Organizations & Other Stakeholder Entities Relevant to 911](#). Also provided throughout the guidance (and
114 in [Appendix 3: Useful Resources](#)) are paths to reference material and resource repositories that address the
115 history and background of 911; 911-related regulations and policies; topic-specific findings and
116 recommendations compiled by 911 stakeholder committees, workgroups, task forces, and professional
117 associations; and, other key sources of information that may be useful. **BUT FIRST, spend some quality**
118 **time with the checklist on the following pages!** It will save you time and headaches along the way!

119

CHAPTER 2

120

Before You Get Started... a Checklist!

121

122

123 Establishing the right legislation for 911 in your state is more than just writing solid language. It is essential
124 to know what your state and its jurisdictions need to achieve, the challenges they face, and the ways by
125 which you are able to help them overcome
126 any barriers. You will also need to be
127 strategic in your timing, communications,
128 and approaches throughout the process of
129 getting language drafted, approved, and
130 socialized. Therefore, you will need to
131 anticipate your own barriers and have
132 enough knowledge in your pocket to
133 minimize them.

Writing legislative language is an art (not a science)!

134 ✓ **Understand NG911!**

135 NG911 concepts and transition points are complex and highly nuanced depending on a state's
136 governmental, economic, and geographical environments. The good news is that much hard work
137 has been accomplished to define NG911 capabilities; identify the technical, operational, and
138 fiscal factors involved; and streamline a maturity model for states to use throughout the process
139 of transitioning. Refer to *Appendix 3: Useful Resources*, for a list of key resources you can use
140 to educate yourself and those with whom you will need to collaborate.

141 Additionally, find out where your state currently
142 stands in its own migration path toward NG911
143 capabilities. The National 911 Program operates
144 the [National 911 Profile Database](#), which
145 houses data that can help characterize the status
146 of your statewide 911 system. Also useful is the
147 Federal Communications Commission (FCC)
148 Task Force on Optimal Public Safety Answering
149 Point Architecture (TFOPA) [NG9-1-1 Readiness
Scorecard](#), which details NG911 capabilities and
150 the five NG911 transitional stages that frame
151 jurisdictional progress and provides benchmarks
152 for maturity. This data, coupled with your outreach to your jurisdictional counterparts and
153 partners will help you obtain visibility on where your state stands and where it needs to go.
154



Go to [National 911 Profile Database](#)
for data and information about state
911 systems!

Go to the TFOPA [NG9-1-1 Readiness
Scorecard](#) to learn more about the
technical and operational aspects of
NG911 transition!

155 ✓ **Read your state’s current 911 legislation.**

156 Make sure you know what already exists (and see it
157 for yourself—take care not to rely on word of mouth)!

158 The National Conference of State Legislatures
159 (NCSL) maintains the [State 9-1-1 Bill Tracking
160 Database](#), which is maintained in partnership with
161 U.S. Department of Transportation (DOT) National
162 Highway Traffic Safety Administration (NHTSA).
163 This searchable database contains legislative
164 language for the 50 states and the District of Columbia

165 and is updated on a weekly basis and as new measures are passed. You can also typically find
166 legislation through your state’s website or by contacting your state’s legislative body.



167 ✓ **Read federal laws, regulations, and programs relevant to 911.**

168 Over time, the federal government has issued a variety of laws, regulations, and programs that
169 require or encourage baseline capabilities or activities in support of strengthening local, state,
170 and regional public safety approaches, coordination of emergency communications, and the
171 establishment of 911 services. It is important to become versed in federal perspectives and
172 directions, not only for the reason of identifying areas that require state-federal alignment, but
173 also to become aware of any conflict that may exist across federal expectations, state
174 expectations, and what states and their localities are positioned to accomplish. Additionally, an
175 understanding of federal laws, regulations, and programs is a key enabler to identifying any
176 opportunities to apply for federal funds and support. Refer to *Appendix 3: Useful Resources*, for
177 links to key reference documents.

178 ✓ **Understand the composition of your state’s legislative body.**

179 Understanding the composition of your state’s legislative body is crucial to obtaining buy-in for
180 your state’s 911 needs. Get to know its members, their priorities, and how the body appears to
181 view 911 investments as a whole. It also does not hurt to take a look at any 911-related proposals
182 the body has vetoed and passed (and why).

183 ✓ **Get to know your state’s legislative process and timeline.**

184 Writing strong legislative language only to get lost in the shuffle of the legislative process or miss
185 a key deadline is tragic! Be sure to know how many readings, referrals, and passages must occur
186 before your language hits your Governor’s desk.

187
188
189
190
191
192
193
194
195
196
197
198
199
200
201

✓ **Get to know your state’s funding process and budgetary timeline.**

Become familiar with your state’s fiscal year, its budget model (i.e., whether its executive or legislative strong), how decisionmaking power is balanced, the type of budget your state uses, and any restrictions that exist in regard to increases and cuts. Additionally, understand what factors are involved in 911 funding and transition to NG911 capabilities. A good place to start is with the TFOPA Working Group 3 Supplemental Report, [*Funding Sustainment Model*](#), which details 911 funding (historically and into the future) and provides a model framework for assessing costs and identifying approaches to address them. Understanding the concrete issues and their many nuances is absolutely critical to ensuring that policy language supports long-term funding of NG911-capable systems.



Go to the TFOPA Working Group 3 Supplemental Report, [*Funding Sustainment Model*](#) to learn about all aspects of 911 funding, budgeting, and best practices for sustainability.

202
203
204
205
206
207

✓ **Seek the advice of other agencies that have been through it.**

Lean on those who have been through the legislative process! Find out what they learned, what they would do differently, who they know, and their recommendations for obtaining buy-in and avoiding administrative pitfalls. Most likely, these are the very agencies with which you should be collaborating anyway, so reaching out also is a good way to broaden your network, fortify relationships, and build new partnerships.

208

CHAPTER 3

209

Legislative

210

Guidance,

211

Sample

212

Language &

213

Examples

214 As mentioned in the section, [How to Use This Guidance](#), 911-related legislative topics are organized by the
215 following three categories:

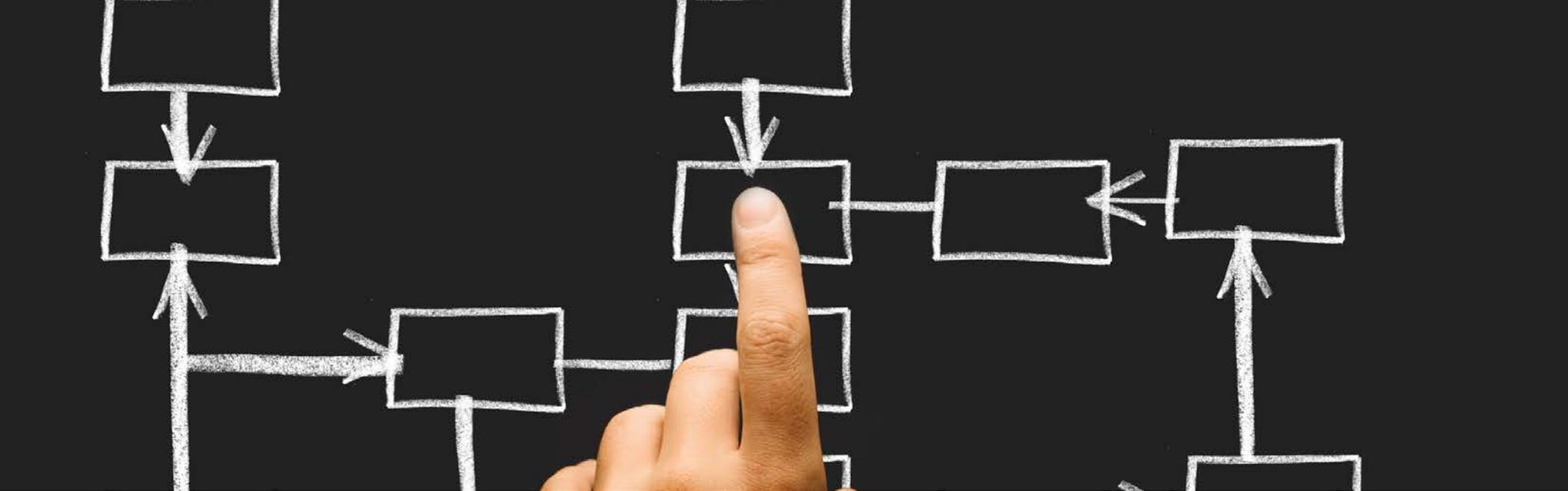
- 216 1. Legislative Guidance Pertaining to Governance and the Establishment of Authorities;
- 217 2. Legislative Guidance Pertaining to Planning, Implementation and Operations; and
- 218 3. Legislative Guidance Pertaining to Funding, Grantmaking and Budget Oversight.

219 Each of these areas are divided into sub-topics for which guidance, sample language, and useful information
220 are provided.

221 In developing content for this guidance, stakeholders adhered to principles, recommendations, findings,
222 and architectures (business and technical) that have been sanctioned by key governing bodies and
223 authorities. Among the key documents that are reflected throughout this guidance are those listed below.

224 **Version 2.0 of this guidance was informed by the...**

- 225 • FCC TFOPA [Adopted Final Report](#)
- 226 • TFOPA Working Group 1 Supplemental Report—[Optimal Cybersecurity Approach for PSAPs](#)
- 227 • TFOPA Working Group 2 Supplemental Report—[Phase II Supplemental Report: NG9-1-1](#)
228 [Readiness Scorecard](#)
- 229 • TFOPA Working Group 3 Supplemental Report—[Funding Sustainment Model](#)
- 230 • National 911 Program [State Assessment Handbook: A Guide for States Participating in the](#)
231 [Statewide 911 System Assessment Process](#)
- 232 • National 911 Program [State Assessment Guidelines Synopsis Chart](#)
- 233 • National 911 Program [Next Generation 911 \(NG911\) Standards Identification and Review](#)
- 234 • National 911 Program [Next Generation 911 \(NG9-1-1\) Interstate Playbook, Chapter 1](#)
- 235 • National 911 Program [Next Generation 911 \(NG9-1-1\) Interstate Playbook, Chapter 2](#)



236 **Legislation**
237 **Pertaining to**
238 **Governance &**
239 **Establishment of**
240 **Authorities**

241 **Topics Addressed in this Section**

- 242 • Item #1: 911 as an Essential Government Service | [page 15](#)
- 243 • Item #2: The State 911 Authority | [page 16](#)
- 244 • Item #3: The State 911 Coordinator | [page 18](#)
- 245 • Item #4: Local & Regional 911 Authorities | [page 19](#)
- 246 • Item #5: The Statewide 911 Advisory Committee | [page 20](#)
- 247 • Item #6: Statewide 911 Advisory Committee Responsibilities | [page 24](#)
- 248 • Item #7: Proposed Legislation Affecting 911 | [page 26](#)
- 249 • Item #8: 911 Regulations & Standards | [page 27](#)

250 **Item #1. 911 as an Essential Government Service**

251 **Guidance**

252 As a critical public safety service, and as the conduit for public access
253 to all other emergency services (i.e., police, fire, emergency medical
254 services [EMS]), 911 service should be defined and treated as an
255 “essential government service” to the extent that a state constitution or
256 statute defines “essential government service” (in terms of the safety or
257 security of the public or a segment of the public).

258 Adding the specification that 911 service also should be “treated” as an
259 “essential government service” provides 911 authorities and their
260 emergency management counterpart agencies flexibility in disaster
261 declarations. Identifying staff and support staff as “essential
262 personnel” provides for flexibility of movement for that personnel
263 during disaster declarations.

264

265 **Sample Language**

266 *911 service is defined and treated as an “essential government*
267 *service” and 911 staff and support staff are considered “essential*
268 *personnel” consistent with the state constitution and other relevant*
269 *statutes.*

270 **Item #2. The State 911 Authority**

271 **Guidance**

272 The establishment of a state-level authority (referred to throughout this
273 guidance as “the State 911 office”) is critical to maximizing the
274 capabilities of 911 systems. This entity shall have a clearly defined 911
275 program coordination role, statewide authority to address necessary
276 state-level functions and responsibilities, responsibility to coordinate
277 networks statewide, and the authority to support those state-level
278 system operational functions necessary to ensure a statewide 911
279 system of systems. State-level 911 authority that is comprehensive and
280 accommodates all forms of originating telecommunication services will
281 be required for NG911 implementation. Legislation authorizing the
282 State 911 office to conduct specific administrative and operational
283 activities will ensure that the office has the necessary state powers to
284 implement the State NG911 plan. These specific activities are more
285 fully described in subsequent sections of this document.

- 286 • Legislation should not prohibit interstate communications.
- 287 • While sample language shown anticipates the location of a
288 state 911 function within an appropriate state agency, said 911
289 function could be implemented through an independent state
290 agency or administrative unit.
- 291 • Legislation should facilitate state-level coordination of 911
292 service networks statewide. The State 911 office should have
293 the authority to coordinate 911 service networks that include
294 local, regional, and statewide systems.
- 295 • The authority to coordinate with tribal, Federal, and military
296 systems should also be considered as needed and as it may
297 already exist under State statute.

298

299 **Sample Language**

300 *There shall be, within the Department of xxx, a State 911 office.*
301 *The State 911 office shall operate as the entity that oversees and*
302 *administers the State’s 911 system and is expected to facilitate*
303 *statewide coordination of networks and operational functions*
304 *toward ensuring a statewide 911 system of systems.*

305 *The State 911 office shall be responsible for statewide*
306 *coordination of planning and deployment of services, to ensure*
307 *that coordinated, intrastate 911 communication networks serve all*
308 *state residents at a consistent level of service.*

309 *The State 911 office shall have the authority to coordinate and*
310 *oversee the implementation of the state NG911 Plan, which may*
311 *include the following specific activities:*

- 312 *a) Identify and adopt operational and technical standards and*
313 *requirements;*
- 314 *b) Adopt regulations;*
- 315 *c) Enter into contractual relationships;*
- 316 *d) Provide technical assistance;*
- 317 *e) Establish and operate grant programs;*
- 318 *f) Execute financial oversight for funding provided by the*
319 *state;*
- 320 *g) Collect and distribute data;*
- 321 *h) Conduct general coordination activities;*
- 322 *i) Mediate between jurisdictions; and*
- 323 *j) Operate state-level functions and services necessary to*
324 *ensure a statewide, consistent level of interconnected 911*
325 *services.*

326 **Item #2. The State 911 Authority (cont.)**

327 **FYIs, Good to Knows & Gotchas!**

328 For the **State of Utah**, the key for UCA was to have, in legislation, key statewide roles and responsibilities for a statewide system and emerging technology.
329 Their language reads as follows:

330 *63H-7a-302. 911 Division duties and powers.*

331 *(1) The 911 Division shall:*

332 *(a) develop and report to the director minimum standards and best practices for public safety answering points in the state, including minimum*
333 *technical, administrative, fiscal, network, and operational standards for public safety answering points and dispatch centers in the state;*

334 *(b) investigate and report to the director on emerging technology;*

335 *(c) monitor and coordinate the implementation of the unified statewide 911 emergency services network;*

336 *(d) investigate and recommend to the director mapping systems and technology necessary to implement the unified statewide 911 emergency services*
337 *network;*

338 *(e) prepare and submit to the executive director for approval by the board:*

339 *(i) an annual budget for the 911 Division;*

340 *(ii) an annual plan for the projects funded by the Computer Aided Dispatch Restricted Account created in Section 63H-7a-303 and the*
341 *Unified Statewide 911 Emergency Service Account created in Section 63H-7a-304; and*

342 *(iii) information required by the director to contribute to the strategic plan described in Section 63H-7a-206;*

343 *(f) assist public safety answering points implementing and coordinating the unified statewide 911 emergency services network; and*

344 *(g) coordinate the development of an interoperable computer aided dispatch platform:*

345 *(i) for public safety answering points; and*

346 *(ii) where needed, to assist public safety answering points with the creation or integration of the interoperable computer*
347 *aided dispatch system.*

348 **Item #3. The State 911 Coordinator**

349 **Guidance**

350 State 911 offices are overseen by executive directors who are referred
351 to by various terms from state to state, e.g., the State 911 office
352 coordinator, director, administrator, program manager, executive
353 director. Nomenclature is at the discretion of the State 911 office.
354 Appointment of the position would occur in alignment with state statute
355 and regulations set forth by the state agency under which the State 911
356 office is housed.

- 357 • Legislation should identify the baseline functions of the
358 executive director, which entail all aspects of State 911 office
359 operations.
- 360 • States may have hiring and procurement laws that must be
361 considered.

362 **Sample Language**

363 *The Secretary/Director of xxx shall, with the advice of the 911*
364 *Advisory Committee, appoint an executive director of the State 911*
365 *Office. The executive director shall be considered the “State 911*
366 *coordinator” for purposes of relevant State and Federal law and*
367 *program requirements.*

368 *The executive director shall be responsible for administering,*
369 *directing, and managing the affairs and business of the office, and*
370 *for the appointment and supervision of all personnel at the office.*
371 *The executive director may appoint such other employees,*
372 *including experts and consultants, as deemed necessary, subject to*
373 *appropriation and/or available funds and State employment and*
374 *procurement laws, to carry out the office’s responsibilities.*

375 **Item #4. Local & Regional 911 Authorities**

376 **Guidance**

377 Legislation should clarify the role and authority of local and regional
378 911 authorities, clearly delineating the shared responsibilities for 911
379 and any transition to NG911 capabilities among state, regional, and
380 local entities. Regional networks of interconnecting systems may
381 develop, involving groups of PSAPs and supporting regional 911
382 authorities. PSAPs will likely remain responsible for local operational
383 decisions, including staffing, call-taking, and emergency response.
384 Local and regional entities may provide funding, administrative, and
385 functional support to PSAPs.

- 386 • Services that comprise a “911 system” should be included in
387 the legislation.
- 388 • Legislation should encourage formal partnerships between
389 jurisdictions that may experience the need to transfer requests
390 for emergency services outside of their jurisdictional
391 boundaries.

392

393 **Sample Language**

394 *Every 911 system shall include police, fire services, and*
395 *emergency medical services, and may include other emergency*
396 *services such as poison control services, suicide prevention*
397 *services, and emergency preparedness or homeland security*
398 *services.*

399 *Every local jurisdiction shall establish and operate a 911 system*
400 *or be part of such a system. The establishment and operation of*
401 *such systems shall be a coordinated effort among jurisdictions to*
402 *the extent feasible. Nothing in this article shall be construed to*
403 *prohibit or discourage in any way the formation of*
404 *multijurisdictional or regional systems, and any system established*
405 *pursuant to this article may include more than one public agency*
406 *or may include a segment of the geographic area served by a*
407 *public agency.*

408 *A public safety agency that received a request through the 911*
409 *system for emergency services outside its jurisdictional boundaries*
410 *shall transmit the request to the proper PSAP or public safety*
411 *agency. Public agencies within a single system and public agencies*
412 *in different systems but whose jurisdictional boundaries are*
413 *contiguous are authorized to enter into joint powers agreements or*
414 *any other form of written cooperative agreement to implement*
415 *this requirement.*

416 **FYIs, Good to Knows & Gotchas!**

417 When identifying the services that comprise a 911 system, it is important to specify that the system should be viewed as a function as opposed to a “technology.”
418 For example, it may be worth highlighting that 911 is not specific to a transport media—regardless of the transport media used in delivering 911 services (or any
419 supportive technological aspect involved in the 911 environment), “911 services” is the function of providing emergency services to the public in time of need.

420 **Item #5. The Statewide 911 Advisory Committee**

421 **Guidance**

422 Recognizing that an effective statewide 911 system environment will
423 involve state, regional, and local government stakeholders and private
424 sector parties, the 911 advisory committee should represent critical
425 stakeholders and should serve as a forum for guidance, coordination,
426 accountability, and collaborative decisionmaking. Alternative to
427 gubernatorial appointment, states may establish membership in statute,
428 or provide authority for appointment to a state agency.

- 429 • States should consider the level of authority vested in the
430 advisory committee. In some cases, states may determine that
431 a stronger, policy “board” may be appropriate, with authority
432 to review and approve State 911 office activities. Legislation
433 should not prohibit interstate communications.
- 434 • Advisory committee membership should include
435 representatives of critical, diverse stakeholder groups. *The*
436 *sample language contains a list of possible representative*
437 *groups—appropriate compositions may vary from state to*
438 *state and are contingent upon the right balance of roles,*
439 *domains, and disciplines that are truly representative of a*
440 *state’s 911 stakeholder base.*
- 441 • Responsibility for operational and administrative support of
442 the committee should be established.
- 443 • Legislation should clearly identify the statewide 911 advisory
444 committee protocols (e.g., terms of service, terms of service
445 limitations).
- 446 • Reimbursement considerations (e.g., per diem) should be
447 consistent with existing State statute.

448

449 **Sample Language**

450 *There shall be, within the Department of xxx, a State 911 advisory*
451 *committee to provide strategic oversight and/or guidance to the*
452 *State 911 office and advise the office relative to its annual budget*
453 *and in all matters regarding 911 service in the State. The advisory*
454 *committee shall act in an advisory capacity to the Governor, the*
455 *secretary/director and the General Assembly/legislature on all*
456 *matters related to the 911 system, service, and funding thereof.*

457 *The advisory committee shall consist of the following*
458 *representatives:*

- 459 a) *State secretary of public safety;*
- 460 b) *State chief information officer;*
- 461 c) *State police commissioner/highway patrol;*
- 462 d) *State fire marshal;*
- 463 e) *State commissioner of public health*
- 464 f) *State director of emergency medical services;*
- 465 g) *Representative of the State emergency medical advisory*
466 *council or board;*
- 467 h) *Representative of the State regulatory commission/public*
468 *utilities commission;*
- 469 i) *Police commissioner/chief of police of xxx (large city);*
- 470 j) *Police commissioner/chief of police or sheriff of xxx (rural*
471 *county);*
- 472 k) *### staff/members of local/regional 911 authorities*
473 *providing functional, funding and administrative support to*
474 *PSAPs;*
- 475 l) *### PSAP managers who collectively represent small,*
476 *medium, and large PSAP environments;*

477 *Continued on next page*

478 **Item #5. The Statewide 911 Advisory Committee (cont.)**

479 **Sample Language**

480 *Continued from previous page*

- 481 m) ### of PSAP telecommunicators who collectively represent small, medium, and large PSAP environments;
- 482 n) ### members to be appointment by the governor, including representatives of local police departments, fire departments, sheriff's departments,
- 483 municipal leadership, ambulance service providers;
- 484 o) Representative of FirstNet;
- 485 p) Members to be appointment by legislature;
- 486 q) Representative of commercial 911 service providers;
- 487 r) Representative of telecommunications providers;
- 488 s) Groups with specific needs; and
- 489 t) General public

490 *The executive director of the State 911 office shall serve as an ex-officio member of the advisory committee. The State 911 office shall provide operational and*
491 *administrative support for the committee.*

492 *The leadership of the State 911 advisory committee shall be elected by committee members annually. Members shall be appointed by the Governor for terms of 3*
493 *years with no limit on the number of terms they may serve. Members shall hold office until a successor is appointment and no member shall serve beyond the*
494 *time he or she ceases to hold the office or employment that made him or her eligible for appointment.*

495 *Members of the State 911 advisory committee shall receive no compensation but shall be reimbursed for their expenses actually and necessarily incurred in the*
496 *discharge of their duties.*

497 *Continued on next page*

498 **FYIs, Good to Knows & Gotchas!**

499 For the **State of Utah**, the UCA oversees 911, radios, and interoperability statewide and is overseen by a board. Initially far too large, the Board modified the
500 membership last year with SB198 and is now smaller and more efficient. None of the board members are allowed to be users of radio or 911 to ensure non-biased
501 opinions. Additionally, there are the Operations Advisory Committee and the Regional Advisory Committees. These advisory committees are composed of users
502 of the system and vendors and provide input to the board.

503 *Continued on next page*

504 **Item #5. The Statewide 911 Advisory Committee (cont.)**

505 **FYIs, Good to Knows & Gotchas! (cont.)**

506 *Continued from previous page*

- 507
- 508
- 509
- 510
- Take care not to let your board get too large! In some cases, it may serve you best to identify one or two representatives from professional organizations who represent the views and perspectives of a spectrum of stakeholders within specific domains. For example, a representative from an association that represents regional or statewide law enforcement agencies may be possible, thus have one or two people represent the concerns and needs of law enforcement as they operate within jurisdictions of all sizes/compositions (e.g., rural, urban)
 - Have someone on your board who is a certified Emergency Number Professional (ENP) or who possesses the level of expertise and qualifications that align with ENP criteria. It is essential to have benefit of the expertise of those who have a comprehensive knowledge base of emergency number program management.
 - Your board members are also your advocates! They can serve an extended role within and across their networks to help you pass legislation or obtain buy-in on strategic and programmatic initiatives or activities.
 - Having local and regional representation on your board is very helpful. Effective balance can also be achieved by ensuring you have representation from field responders, PSAPs, and providers.
 - The **State of Nebraska's** legislative language about its board composition reads as follows:
(1) The 911 Service System Advisory Committee is created. The committee shall advise the commission concerning the implementation, coordination, operation, management, maintenance, and funding of the 911 service system and provide input on technical training and quality assurance. The state 911 director and the Chief Information Officer or his or her designee shall serve as ex officio members. The committee shall include the following individuals appointed by the commission:
 - (a) *Four representatives of public safety agencies within the state including an emergency manager, a member of a law enforcement agency, a member of a fire department, and a member of an emergency medical service as defined in section 38-1207;*
 - (b) *Two county officials or employees;*
 - (c) *Two municipal officials or employees;*
 - (d) *Two representatives of the telecommunications industry*
 - (e) *Two managers of public safety answering points, one of whom is employed by a county sheriff and one of whom is not employed by a county sheriff;*
 - (f) *One representative of the Nebraska Association of County Officials; and*
 - (g) *One representative of the League of Nebraska Municipalities*

532 *Continued on next page*

533 **Item #5. The Statewide 911 Advisory Committee (cont.)**

534 **FYIs, Good to Knows & Gotchas! (cont.)**

535 *Continued from previous page*

536 *(2) Of the fourteen appointed members of the committee described in subdivisions (1)(a) to (g) of this section, at least four members shall be appointed*
537 *from each of the three congressional districts. The 2 appointed members of the committee shall serve for terms of three years. A vacancy shall be filled*
538 *for the remainder of the unexpired term. The committee shall annually select a chairperson and vice-chairperson and meet as often as necessary to*
539 *carry out its duties. Members of the committee shall be reimbursed for their actual and necessary expenses as provided in sections 81-1174 to 81-1177.*

540 *(3) The committee shall make any recommendations to the commission regarding the exercise of the commission's duties administering the 911 service*
541 *system pursuant to section 86-1025, including recommending the adoption and promulgation of any rules and regulations necessary to carry out the*
542 *purposes of the act or the introduction of any legislation.*

543 **Item #6. State 911 Advisory Committee Responsibilities**

544 **Guidance**

545 States may include operational activities of the committee at various
546 levels of detail, such as minimum meeting frequency, duties, and
547 responsibilities. Review and guidance provided by the State 911
548 advisory committee should ensure that all critical stakeholders are
549 informed of, and involved as appropriate with, 911 State office
550 activities. In addition, the expertise of committee members should be
551 used by the State 911 office for planning and implementation purposes.

- 552 • Coordination among state, regional, and local level 911 roles
553 and authorities should be clearly identified.
- 554 • Consider granting the committee mediation or dispute
555 resolutions authority with regard to local 911 planning and
556 oversight disputes.
- 557 • Legislation should require the committee to develop an annual
558 report to be filed with the Governor and the General Assembly
559 regarding State 911 performance and activities. The report
560 should be made available to the public.

561

562 **Sample Language**

563 *The State 911 Advisory Committee shall advise and review all*
564 *formulas, percentages, guidelines or other mechanisms to be used*
565 *to distribute 911 funds described in section xxx, the 911 State Plan.*
566 *The committee shall advise the State 911 office regarding*
567 *regulations, standards, and requirements, and review all*
568 *regulations and standards proposed by the office, consistent with*
569 *existing State statutes and administrative procedures.*

570 *The State 911 Advisory Committee shall advise the State 911 office*
571 *on the following subjects:*

- 572 a) *Policies, practices, and procedures for the State 911 office;*
- 573 b) *Proposed projects and studies conducted or funded by the*
574 *911 fund;*
- 575 c) *Upon request of a local public agency, the State 911*
576 *Advisory Committee shall conduct a hearing on any conflict*
577 *between a local public agency and the State 911 office*
578 *regarding a budget or plan that has not been approved by*
579 *the office. The committee shall meet within 30 days*
580 *following the request and shall make a recommendation to*
581 *resolve the conflict to the office within 90 days following the*
582 *initial hearing by the committee pursuant to the request.*
583 *Authority for this action must be consistent with existing*
584 *State statutes and administrative procedures.*

585 *Continued on next page*

586 **Item #6. State 911 Advisory Committee Responsibilities (cont.)**

587 **Sample Language (cont.)**

588 *Continued from previous page*

589 *The State 911 Advisory Committee shall file a written report annually with the Governor and the General Assembly regarding State 911 performance and*
590 *activities. This report shall, at a minimum, include a summary of the progress on the implementation of a coordinated statewide 911 system and NG911*
591 *innovations, the capital improvements and expenditures proposed for the upcoming fiscal year, expected 911 fund revenues in the next fiscal year, and a*
592 *summary of the 911 fund revenues and expenses for the prior fiscal year.*

593 **FYIs, Good to Knows & Gotchas!**

- 594
- 595 • Voting rights, governance parameters, and boundaries should be documented. Consider requiring state authorities to establish charters or by-laws to
596 ensure boards function effectively and appropriately. The [2015 Governance Guide: Emergency Communications Governance Guide for State, Local,](#)
597 [Tribal, and Territorial Officials](#), published by the U.S. Department of Homeland Security’s (DHS) [SAFECOM](#), contains useful guidance on creating
governance body charters, bylaws, and other documentation.
 - 598 • Informal groups can provide helpful support to some state board functions. The **Commonwealth of Virginia** relies heavily on its Regional Advisory
599 Council (RAC). While the RAC is not a formal board, it plays a routine and integral role in validating the 911 needs and progress for all seven of
600 Virginia’s regions. Additionally, the RAC serves as an integral component of the Virginia Information Technologies Agency’s (VITA) 911
601 communications pipeline to the public. Other groups that may be useful to engage in this way are state emergency councils and industry groups such as
602 local chapters of the Association of Public Safety Communications Officials (APCO) and NENA.

603 **Item #7. Proposed Legislation Affecting 911**

604 **Guidance**

605 The expertise of the State 911 office should be a valuable resource to
606 state legislators during legislative sessions for any issues related to or
607 affecting 911, including 911 system operations, jurisdictional roles and
608 responsibilities, and funding needs.

609 **Sample Language**

610 The State 911 office shall review and make recommendations to
611 the State legislative body concerning proposed legislation
612 affecting 911.

613 **FYIs, Good to Knows & Gotchas!**

- 614
- 615 • Finding a legislative “champion” among state legislators is highly recommended. Educating these legislators about 911 and building relationships helps establish champions who will assist you when you want to run a bill.
 - 616 • Craft your “911 elevator speech” so you can convey your key points to legislators quickly and effectively.
 - 617 • Having a one-page, bulleted summary that you can hand to legislators is extremely beneficial. Avoid summaries that are too long because they are less likely to be read or understood.
- 618
- 619

620 **Item #8. 911 Regulations & Standards**

621 **Guidance**

622 State legislation should grant the State 911 office the authority to adopt
623 rules to implement its coordination and oversight responsibilities, in
624 accordance with existing State rulemaking processes. In some cases,
625 rulemaking authority may rest with other state or regional rulemaking
626 authorities, including public utility commissions (PUCs) and state chief
627 information officers. Rulemaking authority is provided to specific state
628 agencies and delineated according to the specific issue requiring
629 regulation. For example, PUCs typically retain rulemaking authority
630 affecting telecommunications providers; chief information officers
631 typically oversee rulemaking as it relates to information technology
632 service providers. In addition, other State entities may oversee
633 rulemaking with regard to record retention, employee training, and
634 professional certifications. These entities will be critical stakeholders in
635 911 and NG911 maturation and will likely be involved in rulemaking
636 that affects 911. The shared rulemaking responsibilities of these state
637 and regional entities with regard to 911 and NG911 transition should be
638 clarified within state processes.

639

640 **Sample Language**

641 *The State 911 office, with guidance from the 911 advisory*
642 *committee, shall have the authority to develop and adopt rules to*
643 *implement its coordination and oversight responsibilities, in*
644 *accordance with existing State rulemaking processes.*
645 *The State 911 office shall collaborate with other rulemaking*
646 *authorities in regard to 911 related regulations.*



647 **Legislation**
648 **Pertaining to**
649 **Planning,**
650 **Implementation &**
651 **Operations**

652 **Topics Addressed in this Section**

- 653 • Item #9: The State NG911 Plan | [page 29](#)
- 654 • Item #10: Engagement & Cooperation with State Functions, Local
655 Government & Vendors Related to 911 | [page 30](#)
- 656 • Item #11: Contracts & Agreements | [page 32](#)
- 657 • Item #12: Compliance with Federal, State & Other Legal Requirements |
658 [page 33](#)
- 659 • Item #13: Data Collection & Information/Resource Sharing | [page 33](#)
- 660 • Item #14: Statewide 911 System Operational & Technical Standards,
661 Requirements & Quality Assurance | [page 35](#)
- 662 • Item #15: Industry Standards & Requirements | [page 37](#)
- 663 • Item #16: 911 Database & System Security (Physical & Cyber) | [page 38](#)
- 664 • Item #17: Technical Assistance to the 911 Community | [page 39](#)
- 665 • Item #18: Performance-based Acquisition & Use of Services &
666 Information Technology/Devices | [page 40](#)
- 667 • Item #19: 911 Record & Data Confidentiality & Privacy | [page 41](#)
- 668 • Item #20: Data & Records Retention | [page 43](#)
- 669 • Item #21: 911 Liability | [page 44](#)
- 670 • Item #22: 911 Public Education | [page 45](#)

671 **Item #9. The State NG911 Plan**

672 **Guidance**

673 The State 911 office should have explicit authority to coordinate and
674 oversee the development and implementation of a state plan for
675 emergency 911 communications and NG911 maturation. Issues to be
676 addressed by a plan should include the development of statewide
677 emergency 911 networks, coordination with neighboring States, the
678 adoption of industry standards and requirements, and best practices.
679 Coordination with an extended group of stakeholders is necessary, at
680 state regional, and local levels (public and private sectors).

- 681 • Legislation should require the State Plan to clearly address
682 State, regional, and local roles in the control of all aspects of
683 the statewide system. Liability and jurisdictional demarcations
684 should be clearly identified.
- 685 • State plans should be required to include quality of service
686 requirements to specify uniform, minimum levels of 911
687 service that should be consistently provided across the State.
- 688 • State-level functions and services may include such items as
689 GIS data sources shared by PSAPs or the operation of a
690 statewide emergency services IP network

691 Refer to the guidance, *Guidelines for Developing a State NG911 Plan**,
692 for more information about state plan elements and considerations. The
693 guidance was updated in 2018 to reflect emerging needs and
694 considerations relevant to the migration to NG911 capabilities.

695 **The guidance will be hyperlinked once it is published and available to the*
696 *public.*

697

698 **Sample Language**

699 *The State 911 office shall be responsible for developing,*
700 *implementing, and maintaining a statewide plan specifying the*
701 *emergency police, fire, and medical service communications*
702 *systems needed to provide coordinated, 911 communication*
703 *networks serving all State residents, including the physically*
704 *disabled. The plan shall identify State, regional and local roles and*
705 *shall be reviewed, updated, and prioritized on an annual basis.*

706 *The plan shall address the conduct the following activities:*

- 707 *a) Delivery and proper routing of all 911 calls;*
- 708 *b) Transfer of 911 calls between geographically dispersed*
709 *PSAPs (and from PSAPs to remote public safety dispatch*
710 *centers), if necessary;*
- 711 *c) Increased aggregation and sharing of data, resources,*
712 *procedures, standards, and requirements to improve*
713 *emergency response and transition to NG911 capabilities;*
- 714 *d) Maximized public capital and operating cost savings for 911*
715 *communications services;*
- 716 *e) Promotion of increased coordination and partnerships within*
717 *the emergency communications and response community, to*
718 *include the identification and development of mutual aid and*
719 *interlocal agreements necessary to obtain an effective 911*
720 *system;*
- 721 *f) Education of the general public about access to and use of*
722 *911 services; and*
- 723 *g) Operation of State-level functions and services necessary to*
724 *support a statewide interconnected 911 system.*

725 **Item #10. Engagement & Cooperation with State Functions, Local Government & Vendors Related to 911**

726 **Guidance**

727 The State 911 office will benefit from the explicit authority to convene
728 and coordinate 911 efforts among public partners at the state level,
729 tribal and/or local governments and PSAPs, 911 authorities, regional
730 stakeholder coalitions, and private-sector services providers (e.g.,
731 wireline, wireless, VoIP, Internet, point-of-sale retailers). Such
732 coordination may involve planning processes as well as rulemaking,
733 contracting, infrastructure development, and resource sharing and
734 management. State navigation of NG911 planning, technical assistance
735 and training, data collection and distribution, public safety and
736 interstate coordination, and information sharing is effective only when
737 key relationships are built, and stakeholder engagement is effective.

- 738 • Legislation should identify the baseline minimum of
739 stakeholders and partners with whom the State 911 office is
740 expected to collaborate.
- 741 • Since governmental systems, structures, and distribution of
742 responsibilities vary from state to state, identify partners and
743 collaborators as representatives of functions relevant to 911
744 system operations and service delivery as opposed to
745 referencing specific departments and offices. This will enable
746 legislation to remain effective despite any state-level
747 organizational changes that may occur over time.

748 *Continued on next page*

749

750 **Sample Language**

751 *The State 911 office shall coordinate and ensure effective*
752 *stakeholder involvement and input to its official activities. The*
753 *State 911 office shall work in cooperation with State*
754 *entities/agencies responsible for utility oversight and regulations,*
755 *public safety, emergency management, and information technology*
756 *in regard to the development, implementation, and maintenance of*
757 *the 911 system. The State 911 advisory committee shall provide*
758 *guidance in this area.*

759 *Collaboration, at a minimum, shall occur with the following State*
760 *function representatives:*

- 761 *a) Data and information management;*
- 762 *b) Geographic information systems (GIS);*
- 763 *c) Information technology (IT) procurement and deployment;*
- 764 *d) Physical and cyber security of IT systems and critical*
765 *infrastructure;*
- 766 *e) Legal affairs;*
- 767 *f) Procurement/finance; and*
- 768 *g) Representatives of mobile broadband networks dedicated to*
769 *public safety use (e.g. FirstNet).*

770 *The State 911 office staff may represent the State 911 office and*
771 *have the authority to participate in activities to implement and*
772 *operate interconnecting NG911 systems with neighboring States,*
773 *countries, and or the Federal government.*

774 **Item #10. Engagement & Cooperation with State Functions, Local Government & Vendors Related to 911 (cont.)**

775 **Guidance (cont.)**

776 *Continued from the previous page*

- 777
- 778 • Implementation and operation of a 911 system and NG911 maturation will require coordination, communication and information sharing among 911
 - 779 authorities as well as public safety and homeland security agencies. Legislation granting the state 911 office authority to participate in and coordinate
 - 780 efforts with other public safety groups and agencies will facilitate the effective information sharing processes and the pursuit of common solutions for issues related to implementation and operation.

781 **FYIs, Good to Knows & Gotchas!**

782 To help linkages between the state and other stakeholders in the **State of Utah**, language crafted by UCA reads as follows:

783 *Each regional advisory committee shall review, discuss, and make recommendations to the executive director regarding:*

- 784 (a) *the public safety communications network;*
- 785 (b) *the interoperability of emergency response systems;*
- 786 (c) *the trends and standards in the public safety industry and in public safety technology;*
- 787 (d) *the statewide strategic plan described in Section 63H-7a-206; and*
- 788 (e) *the development of cooperative partnerships.*

789 **Item #11. Contracts & Agreements**

790 **Guidance**

791 The State 911 office should have the explicit authority to coordinate
792 911 efforts with neighboring states, counties, and/or the federal
793 government. This authority should permit the State 911 office to enter
794 into federal, interlocal, and interstate contracts and agreements. For
795 example, the State may apply for loans from the U.S. Department of
796 Agriculture’s Rural Utilities Program for the purpose of building a new
797 facility to co-locate with transportation management. The State 911
798 office will require explicit authority to procure services and contract
799 with public and private entities to support coordinated State plan
800 implementation in accordance with existing state procurement
801 processes.

802

803 **Sample Language**

804 *The State 911 office, with approval/advice from the 911 advisory*
805 *committee shall have the authority to enter into interlocal*
806 *contracts, interstate contracts, and federal contracts for the*
807 *purpose of implementing the State’s NG911 plan*

808 *The State 911 office may enter into contracts with experts, agents,*
809 *employees, vendors or consultants to carry out the purpose of this*
810 *statute, and in accordance with existing State contracting*
811 *practices.*

812 **FYIs, Good to Knows & Gotchas!**

813 The **Commonwealth of Pennsylvania**’s legislation states the following:

814 *To execute all contracts, agreements, mutual aid agreements, cross-service agreements and all other documents necessary to implement its 911 plan.*

815 **Item #12. Compliance with Federal, State & Other Legal Requirements**

816 **Guidance**

817 The State 911 office should have the authority to address and ensure
818 compliance with relevant federal data sharing requirements, such as the
819 American with Disabilities Act and the Health Insurance Portability
820 and Accountability Act, and other similar legal issues affecting 911.

821 **Sample Language**

822 *The State 911 office shall have the authority to ensure that the*
823 *State 911 system is compliant with relevant Federal legislation and*
824 *regulations, and relevant State legislation, regulations, and other*
825 *legal requirements.*

826 **Item #13. Data Collection & Information/Resource Sharing**

827 **Guidance**

828 Data from all stages of a 911 response will be collected and
829 maintained—from the initiation of a 911 call to incident resolution. The
830 availability of this information provides an opportunity to identify the
831 strengths and weaknesses of points within the 911 response system and
832 improve overall 911 service provision. In order to monitor and analyze
833 local, regional, and state 911 response trends and issues, the State 911
834 office should have the authority to collect, analyze, share, and
835 disseminate aggregate data from PSAPs and service providers, and to
836 collect and aggregate 911 response related data for purposes of
837 improvement and maintaining the quality of 911 service. These data
838 should be protected in accordance with existing state statutes.

- 839 • State legislation should apply exceptions to state
840 privacy/confidentiality laws to permit information sharing
841 within the public safety and public health communities.

842 *Continued on next page*

843

844 **Sample Language**

845 *The State 911 office shall have the authority to collect and*
846 *distribute data from and to PSAPs and other authorized entities*
847 *regarding the status and operation of the components of the*
848 *statewide 911 system. The State 911 office shall have the authority*
849 *to require, coordinate, oversee, and limit data collection and data*
850 *distribution, and to ensure that data collection and distribution*
851 *meets legal privacy and confidentiality requirements. These data*
852 *shall be protected in accordance with existing State statutes.*

853 *Data and information that contribute to more effective 911*
854 *services and emergency response and public safety may be*
855 *accessed and shared among authorized entities, while ensuring the*
856 *overall privacy/confidentiality of the data involved.*

857 **Item #13. Data Collection & Information/Resource Sharing (cont.)**

858 **Guidance (cont.)**

859 *Continued from previous page*

- 860 • Legislation should facilitate the sharing of anonymous or aggregate data when sufficient to address broader public safety and public health emergencies
861 or concerns. Through the use of access control and data rights management technologies, information required to facilitate seamless emergency response
862 can be provided to authorized entities.
- 863 • State regulations should allow information sharing among system providers to ensure 911 service transitions between service providers are smooth, and
864 to ensure that providers of different but complementary services in the NG911 environment can interconnect.
- 865 • State may reference existing privacy and confidentiality legislation and rules. Making sure it doesn't contradict existing 911 privacy and
866 confidentiality rules.

867 **Item #14. Statewide 911 System Operational & Technical Standards, Requirements & Quality Assurance**

868 **Guidance**

869 Legislation should ensure that the State 911 office has the authority to
870 define and require specific outcomes and levels of service, such as call
871 response times, data sharing capabilities, etc. The State 911 office
872 should be subject to the same quality assurance and improvement
873 processes as other executive branch entities and should implement
874 internal quality assurance policies and processes. Such processes may
875 involve the development and implementation of performance-based
876 benchmarks, measured and reported at regular intervals. For example,
877 the State 911 entity may measure and report the percentage of time the
878 wireline automatic location identification (ALI) system is operational
879 on a monthly basis. Any quality assurance and improvement processes
880 should be conducted with similar legal protections as compared with
881 other executive branch quality assurance and improvement processes.

- 882 • Network design standards and requirements need to ensure
883 that local and regional 911 networks can communicate with
884 each other and share information seamlessly.
- 885 • Standards and requirements should address emergency
886 medical dispatch (EMD), emergency fire dispatch, and
887 emergency police dispatch in coordination with the state office
888 of appropriate director of those domains. Standards and
889 requirements should also address PSAP staffing.

890 *Continued on next page*

915

891 **Sample Language**

892 *The state 911 office shall have the authority to coordinate, adopt,*
893 *and communicate, all necessary technical and operational*
894 *standards and requirements to ensure an effective statewide*
895 *interconnected 911 system, including the following:*

- 896 a) *State-level network design specifications;*
- 897 b) *Emergency call processing standards and requirements;*
- 898 c) *Minimum PSAP requirements, including minimum*
899 *mandatory staff training and certification requirements for*
900 *911 call answering and dispatching*
- 901 d) *Identification of PSAP staff training resources and*
902 *programs*
- 903 e) *911 service provider certification and accreditation*
- 904 f) *Appropriate technology for system networks, PSAP*
905 *equipment and database requirements;*
- 906 g) *Performance measures for data services necessary for the*
907 *purposes of this statute*
- 908 h) *Procedures for cooperation and coordination with service*
909 *providers and municipalities for 911 system implementation*
910 *and maintenance. The state 911 office shall have the*
911 *authority to impose sanctions and/or penalties in the event*
912 *that technical, operational standards are not met, in*
913 *accordance with existing state statute/regulation.*

914 *Continued on next page*

916 **Item #14. Statewide 911 System Operational & Technical Standards, Requirements & Quality Assurance (cont.)**

917 **Guidance (cont.)**

918 *Continued from previous page*

- 919 • State legislation should identify the State 911 office as the
920 entity responsible for 911 service provider certification and
921 authorize rulemaking authority. This entity must coordinate
922 with other relevant state agencies during this process to ensure
923 stakeholder requirements are considered. Certification
924 requirements should be performance-based and task outcome-
925 focused.
- 926 • Service provider certification and accreditation (which
927 statutorily may be the responsibility of another state entity
928 such as a state utility regulatory commission) ensures that
929 originating service providers support appropriate and
930 necessary 911 call delivery in accordance with state policies
931 and standards.
- 932 • The state may develop and operate or identify appropriate
933 resources available.
- 934 • There will likely be a variety of technologies supporting 911;
935 these technologies may be provided by a variety of vendors
936 but should meet specific performance standards and
937 requirements.
- 938 • Coordination between originating service providers and
939 regional and local 911 entities is critical to consistent and
940 standardized 911 service delivery. The State 911 office can
941 facilitate such coordination by providing a standard process by
942 which coordination occurs.

943

944 **Sample Language (cont.)**

945 *Continued from previous page*

- 946 *The State 911 office shall develop and implement a quality*
947 *assurance program internally and shall monitor local and regional*
948 *911 call center compliance with technical and operational*
949 *standards, requirements, and practices.*
- 950 *The state 911 office shall establish and implement statewide 911*
951 *network performance and security testing protocols, in*
952 *coordination with the state (office of information technology).*

953 **Item #15. Industry Standards & Requirements**

954 **Guidance**

955 911/NG911 industry standards are developed and promulgated by a
956 variety of standards development organizations, including the NENA,
957 APCO, the Internet Engineering Task Force (IETF), and the Alliance
958 for Telecommunications Industry Solutions (ATIS). As new
959 technologies emerge, and best practices are identified (particularly as
960 NG911 capabilities progress), related industry standards will be
961 developed. The State 911 office should be authorized to require the
962 adoption and application of identified standards relating to 911 services
963 in order to coordinate statewide networks. These standards address the
964 following categories: product interface, data, testing, performance, and
965 operations. Based upon input from affected stakeholders, the State 911
966 entity should have the authority to expect statewide compliance with
967 updated or new standards within timeframes it deems appropriate.
968 When standards are not applicable, or have not yet been developed, the
969 State 911 office should have the authority to require compliance with
970 specified requirements, if appropriate.

971

972 **Sample Language**

973 *The State 911 office shall have the authority to adopt and apply*
974 *industry standards and requirements for all 911 networks and*
975 *identify best practices as such are beneficial to the purposes of*
976 *this statute.*

977 **FYIs, Good to Knows & Gotchas!**

- 978
- 979 • In the **State of Utah**, SB 198 tasked UCA’s 911 Division to implement minimum standards and best practices. The board passed the minimum standards and best practices in April 2018 (standards passed include those established by NENA, APCO, and the National Fire Protection Association [NFPA]).
 - 980 As a result, PSAPs statewide are expected to use the minimum standards and best practices as tools to further enhance their operations and performance.
 - 981 • If a state is going to implement best practices and minimum standards, the use of existing, nationally-accepted standards is recommended. Otherwise, it
 - 982 may be difficult to get standards and best practices approved.

983 **Item #16. 911 Database & System Security (Physical & Cyber)**

984 **Guidance**

985 NG911 systems will involve IP network infrastructure and critical
986 supporting database functions. Security of those functions will be a
987 paramount priority. A state entity will have rulemaking authority
988 regarding 911 database and system security. The state 911 office should
989 coordinate with that entity in the identification, adoption and
990 applications of industry standards and requirements, regarding database
991 and system security. These standards and requirements shall address
992 local, regional, and state emergency network security issues, system
993 capabilities related to role-based access controls and data rights
994 management and emergency network system security testing protocols
995 as well as other relevant information security issues

996 Referencing national frameworks for security and cybersecurity may
997 help in the development of language that facilitates collaboration
998 among the State 911 office the other state entities that either lead or
999 play a role in ensuring statewide system security and continuity of
1000 operations. An example framework includes the U.S. Department of
1001 Commerce’s National Institute of Standards and Technology (NIST)
1002 [Framework for Improving Critical Infrastructure Cybersecurity](#). Also
1003 useful is the TFOPA Working Group 1 Supplemental Report, [Optimal](#)
1004 [Cybersecurity Approach for PSAPs](#).

1006 **Sample Language**

1007 *The state 911 office shall coordinate or collaborate with*
1008 *appropriate Federal, State, interstate and local agencies as well as*
1009 *private companies, for the purpose of ensuring the establishment*
1010 *and enforcement of standards for 911 system security and*
1011 *continuity of operations, including but not limited to: system*
1012 *access controls (border control functions), user access and*
1013 *identify, data and hardware protection, and disaster management*
1014 *and recovery.*

1015 **FYIs, Good to Knows & Gotchas!**

1016 If your state does not have a Security Operations Center (SOC) or Information Sharing and Analysis Center (ISAC), consider including in legislation that state
1017 authorities shall work/collaborate with appropriate federal and state agencies to increase awareness of security risks and mitigate attacks.

1018 **Item #17. Technical Assistance to the 911 Community**

1019 **Guidance**

1020 As part of its statutory responsibility, the State 911 office should be
1021 required to coordinate its activities with 911 and public safety entities.
1022 Within that context, the office should have the responsibility and
1023 authority to provide technical assistance to such organizations for the
1024 sake of effective statewide 911 operations.

1025 **Sample Language**

1026 *The State 911 office shall coordinate with and provide technical*
1027 *assistance to PSAPs, supporting 911 organizations and*
1028 *authorities, and other public safety and emergency medical service*
1029 *entities regarding state NG911 plan implementation, as*
1030 *appropriate and necessary.*

1031 **FYIs, Good to Knows & Gotchas!**

1032 The state agency(ies) under which 911 training is administered is an important consideration as it relates to technical assistance. 911 authorities will need to
1033 coordinate with such agencies to ensure technical assistance is provided in alignment with available trainings (where appropriate) and in concert with any
1034 training or technical assistance policies that may govern how such support is provided. Consider adding language to the effect in your legislation.

1035 **Item #18. Performance-based Acquisition & Use of Services & Information Technology/Devices**

1036 **Guidance**

1037 State legislation should require that 911-related regulatory language be
1038 performance-based and technology neutral. Performance-based
1039 language is language that focuses on the functionality and/or outcome
1040 of a service or tool, rather than the service or the tool itself (which is
1041 simply used to achieve an outcome). Consideration should include, but
1042 not be limited to, emerging technology and its related potential cost
1043 savings while taking into account the embedded costs of current
1044 systems.

- 1045 • Much of the existing state regulatory language relating to 911
1046 is specific to telecommunications service providers and is
1047 often promulgated by state PUCs. This specific language is
1048 directly related to the fact that telecommunications service
1049 providers were at one time the exclusive providers of access to
1050 911 services. In addition, regulatory language may refer to
1051 specific types of equipment or technology components that,
1052 while applicable to some services and providers, may not be
1053 applicable to all, or may not be the most effective in the
1054 NG911 environment. This technology-specific language limits
1055 the ability of states to maximize the potential of advancing
1056 technology and may force the continued operation of obsolete
1057 technology. Rather than use language that specifies the type of
1058 service providers or type of technology component to be used,
1059 states may consider regulations that use performance-based
1060 language, focusing on the outcome to be provided by the
1061 service or technology. In this manner, future technology
1062 advances may be more smoothly incorporated into the
1063 regulatory environment without requiring further
1064 modifications.

1065 *Continued on next page*

1067 **Sample Language**

1068 *The State 911 office shall implement activities necessary to carry*
1069 *out the powers granted in this section in a manner that is*
1070 *competitively and technologically neutral as to all communications*
1071 *service providers.*

1072 **Item #18. Performance-based Acquisition & Use of Services & Information Technology/Devices (cont.)**

1073 **Guidance (cont.)**

1074 *Continued from previous page*

- 1075 • In addition to limiting the state’s ability to use advancing technology to implement NG911 and other emerging technologies, outdated and technology-
1076 specific regulations unintentionally limit competition, disallowing other types of service providers or technology solutions to compete in the 911
1077 services marketplace. As states move to NG911 and other emerging technologies (where 911 service provision will occur through emergency service
1078 networks) using a variety of software and database technologies, regulations should be performance-based.

1079 **Item #19. 911 Record & Data Confidentiality & Privacy**
1080

1081 **Guidance**

1082 As it becomes possible for callers and service providers to share more
1083 data and information with PSAPs through updated 911 systems and
1084 NG911 applications, and as technology facilitates the sharing of these
1085 data with first responders and the broader public safety community,
1086 issues of confidentiality, privacy, and system security must be
1087 appropriate addressed. States should enable the sharing of essential
1088 information while protecting data confidentiality and addressing
1089 privacy issues. While some states legislature addresses privacy and
1090 security issues, it is frequently in reference to specific forms of
1091 technology. As statues are amended, the utilization of technology-
1092 neutral terms will better ensure that the intent to maintain privacy and
1093 security endures as technology advances.

1094 *Continued on next page*

1095

1096 **Sample Language**

1097 *Communications service provider connection information*
1098 *collected by PSAP personnel during an emergency response is for*
1099 *public safety use only and is not public information under xxx. No*
1100 *person may disclose or use information contained in the 911*
1101 *database unless explicitly required or permitted to do so.*

1102 *All proprietary information submitted to the 911 advisory*
1103 *committee, State 911 office, or the State auditor is confidential.*
1104 *Proprietary information submitted pursuant to this article is not*
1105 *subject to disclosure under xxx and it may not be released to any*
1106 *person other than to the submitting communications service*
1107 *provider, the 911 advisory committee, the State 911 office, and the*
1108 *State auditor without the express permission of the submitting*
1109 *communications service provider. Proprietary information is*
1110 *considered a trade secret under xxx. General information collected*
1111 *by the state 911 office may be released or published only in*
1112 *aggregate amounts that do not identify or allow identification of*
1113 *numbers of subscribers or revenues attributable to an individual*
1114 *communications services provider.*

1115 **Item #19. 911 Record & Data Confidentiality & Privacy (cont.)**

1116 **Guidance (cont.)**

1117 *Continued from previous page*

- 1118 • Any record, recording, or information (or portions thereof) obtained by a public agency for the purpose of providing services in an emergency and that
1119 reveals the name, address, telephone number, or personal information about, or information that may identify any person requesting emergency service
1120 or reporting an emergency by accessing an emergency communications 911 system is confidential, except that such a record or information may be
1121 disclosed to a public safety agency. The exemption applies only to the name, address, telephone number, or personal information about, or information
1122 that may identify any person requesting emergency services or reporting an emergency while such information is in the custody of the public agency or
1123 public safety agency providing emergency services.
- 1124 • Confidentiality of 911 may be affected or limited by other, broader statues related to the public’s access to information, including access by the media.
1125 As states implement NG911, states would be mindful of the implications of making non-voice data such as photographs and video publicly accessible.
1126 States may choose to address media access to 911 information more specifically.
- 1127 • Identifying information of service provider subscribers, provider-specific revenues and expenses, trade secrets, commercial information and other such
1128 information shall be treated as confidential and, notwithstanding other provisions of law, shall not be subject to public disclosure by the state or its
1129 representatives. The information made available to the state, its representatives or providers of emergency services shall be used solely for purposes of
1130 delivering or assisting in the delivery of 911 emergency services or services that notify the public of an emergency.

1131 **Item #20. 911 Data & Records Retention**

1132 **Guidance**

1133 Legislation should identify the state entity with authority to develop,
1134 monitor, and enforce 911 record and data retention policies applicable
1135 to PSAPs, regional and state networks, and service providers.
1136 Typically, this entity is responsible for this activity with regard to all
1137 state data and records.

- 1138 • The State 911 office should coordinate with such entity in
1139 regard to 911 specific issues, including: storage of 911 data
1140 and information in non-local shared databases and networks;
1141 storage of 911 data and information in local databases and
1142 networks; and maintenance of 911 call records for a specified
1143 timeframe.
- 1144 • In some cases, legislation prescribes specific timetables for
1145 records retention; in other instances, this level of detail is
1146 outlined in state policy.
- 1147 • In addition to using data to facilitate emergency response, data
1148 may be used for quality assurance efforts, planning and
1149 research purposes, and criminal justice implementation. States
1150 should consider the implication of data retention policies on
1151 these efforts.

1152

1153 **Sample Language**

1154 *The state shall develop and adopt records retention policies and*
1155 *procedures in regard to data and information stored in local and*
1156 *non-local databases and networks. The State 911 office or the most*
1157 *appropriate state agency shall also ensure that local 911 call*
1158 *records are maintained according to legislative requirements.*

- 1159 a) *911 call centers shall develop and maintain a system for*
1160 *recording 911 calls received at the PSAP*
- 1161 b) *911 call records shall be retained for a period of at least xxx*
1162 *days from the date of the call and shall include the following*
1163 *information:*
 - 1164 a. *Date and time the call was received;*
 - 1165 b. *The nature of the problem; and*
 - 1166 c. *The actions taken by the 911 public safety communication*
1167 *center personnel.*

1168 **Item #21. 911 Liability**

1169 **Guidance**

1170 Liability legislation should not use language that specifies the type of
1171 service provider providing access to 911. Liability should be equally
1172 applicable to all service providers involved in the provision of 911
1173 services. In addition, liability legislation should not be limited to
1174 specific forms of communication (e.g., voice). Liability should be
1175 technology-neutral and equally applicable to video, text, telematics, and
1176 other developing communications technologies. As 911 information is
1177 shared and used with the broader public safety community, state
1178 legislation should ensure that liability protection is consistent across the
1179 public safety community, including PSAP staff, emergency service
1180 providers, and law enforcement.

1181 Section 6506 of the [Middle Class Tax Relief and Job Creation Act of](#)
1182 [2012 \(P.L. 112-96\)](#) includes language providing parity of protection for
1183 the provision or use of NG911 services that may serve as a useful
1184 reference. See the references included in Appendix A to access this
1185 language.

1186

1197 **FYIs, Good to Knows & Gotchas!**

1198 The **State of Nebraska** addresses this area as follows:

1199 *The commission may apply for any federal or other funds available for next-generation 911 service and may distribute such federal funds consistent with federal*
1200 *law and other funds consistent with the directives, purposes, or conditions of such other funds. Except for intentional acts, the commission shall be immune from*
1201 *liability or the payment of damages in applying for any such federal funds. The state 911 director shall be the designated single point of contact for any federal*
1202 *911 grant program pursuant to 7 C.F.R. part 3015, subpart V, as such regulation existed on January 1, 2018, or any related federal law or regulation*

1187 **Sample Language**

1188 *No person involved in the provision of 911 service who in good*
1189 *faith receives, develops, collects or processes information for the*
1190 *911 database; relays, transfers, operates, maintains or provides*
1191 *911 services or system capabilities; or provides emergency 911*
1192 *communications or services for ambulances, police and fire*
1193 *departments, or other public safety entities, shall be liable for*
1194 *damages in any civil action for any act of omission that results in*
1195 *death, injury, or loss to a person or property unless such action or*
1196 *inaction constitutes gross negligence or an international tort.*

1203 **Item #21. 911 Liability (cont.)**

1204 **FYIs, Good to Knows & Gotchas! (cont.)**

1205 *Any person involved in the provision of next-generation 911 service who: (1) receives, develops, collects, or processes information for any 911 data base; (2)*
1206 *provides local exchange, interexchange, or transport service in connection with any next-generation 911 service; (3) relays, transfers, operates, maintains, or*
1207 *provides next-generation 911 service or systems capabilities; or (4) provides next-generation 911 communications service for emergency service providers shall,*
1208 *except for failure to use reasonable care or for intentional acts, be immune from liability or the payment of damages in the performance of installing,*
1209 *maintaining, or providing next-generation 911 service.*

1210 **Item #22. 911 Public Education**

1211 **Guidance**

1212 As changes to 911 capabilities are implemented, the state 911 office
1213 may be best positioned to coordinate, encourage, and support 911
1214 public education efforts. The State 911 office should collaborate with
1215 other state entities that are able to help relate educational messaging to
1216 groups and populations with special needs or characteristics.

1217 **Sample Language**

1218 *The state 911 office should conduct and promote education of the*
1219 *public regarding the appropriate use of 911. Public education*
1220 *should be relevant to groups with special needs (e.g., children, the*
1221 *elderly, the disabled, non-English speaking populations).*

1222 **FYIs, Good to Knows & Gotchas!**

1223 Thorough public education is essential. In the State of Utah, while UCA has its own website, its 911 Division’s goals are to further enhance public knowledge of
1224 911. Therefore, the division created a separate site—911.utah.gov—that is solely dedicated to educating the public on 911. A Text-to-911 search is included so
1225 members of the public can input their zip code to check if they can text 911 in their area.



1226 **Legislation**
1227 **Pertaining to**
1228 **Funding,**
1229 **Grantmaking &**
1230 **Budget Oversight**

1231 **Topics Addressed in this Section**

- 1232 • Item #23: Eligible use of 911 Funding | [page 47](#)
- 1233 • Item #24: Oversight, Management & Protection of Funds | [page 49](#)
- 1234 • Item #25: Local, Regional & Commercial Fund Administration | [page 50](#)
- 1235 • Item #26: Local, Regional & Commercial 911 Budgeting | [page 51](#)
- 1236 • Item #27: Financial Reporting & Annual 911 Fund Audits | [page 52](#)
- 1237 • Item #28: Protection from Raiding of 911 Funds | [page 52](#)
- 1238 • Item #29: Grantmaking | [page 53](#)
- 1239 • Item #30: Acceptance of Grants & Gifts | [page 53](#)

1240 **Item #23. Eligible Use of 911 Funding**

1241 **Guidance**

1242 Dedicated 911 revenue may be used to support 911 activities and
1243 equipment/software that comply with established technical and/or
1244 training standards and requirements. Expenses should have a
1245 demonstrated applicability to the direct provisions of delivering 911
1246 and emergency call-taking services.

- 1247 • States should consider limiting funds to be used for costs
1248 associated with developing, maintaining, operating, and
1249 upgrading 911 systems and networks in a manner that is
1250 competitively and technologically neutral to all types of
1251 communications services providers. States may consider using
1252 general language in the statute (as identified in the guidelines)
1253 and requiring the State 911 office develop detailed guidance
1254 regarding allowable costs, with input from the statewide 911
1255 advisory committee.
- 1256 • As states consider eligible uses of funding, note that currently
1257 many states specifically prohibit the use of 911 to support the
1258 lease or purchase of real estate, building remodeling,
1259 telecommunicator staff salaries, and the purchase of mobile
1260 communications vehicles, ambulances, fire engines, and other
1261 emergency vehicles.

1262 *Continued on next page*

1263

1264 **Sample Language**

- 1265 a) *Dedicated 911 revenues may be used to support 911 activities*
1266 *and equipment/software that comply with nationally-accepted*
1267 *technical and/or training standards as published by the 911*
1268 *office with the advice of the state 911 advisory council.*
- 1269 b) *Administrative costs related to the operation of state, regional,*
1270 *and local 911 authorities and any related governing or*
1271 *advising commissions or boards are permitted at a maximum*
1272 *rate of xx percent of 911 revenue distribution.*
- 1273 c) *Recovery of any unexpended 911 funds from local and state*
1274 *911 authorities shall be permitted and recovered funds used*
1275 *for future allowable expenditures*
- 1276 d) *911 funds may be used by state, regional, and local 911*
1277 *authorities and allowable uses of the funds should be clearly*
1278 *delineated.*

1279 **Item #23. Eligible Use of 911 Funding (cont.)**

1280 **Guidance (cont.)**

1281 *Continued from previous page*

- 1282
- 1283
- 1284
- 1285
- Expenses that states may consider permitting include the lease, purchase, or maintenance of emergency telephone equipment (including necessary computer hardware, software, and database provisioning), addressing technologies, GIS and spatial data technologies, telecommunicator furniture and dispatch equipment located exclusively within a building where a PSAP is located, nonrecurring costs of establishing a 911 system, 911 personnel training, charges associated with the service suppliers of 911 services, and other service supplier recurring charges.

1286 The TFOPA Working Group 3 report, [Funding Sustainment Model](#), is a useful reference for more information about typical 911 costs.

1287 **FYIs, Good to Knows & Gotchas!**

- 1288
- Sample language used by UCA for the **State of Utah**:

1289 (b) *In expending funds in the Unified Statewide 911 Emergency Service Account, the authority shall give a higher priority to an expenditure that:*

1290 (i) *best promotes statewide public safety;*

1291 (ii) *best promotes interoperability;*

1292 (iii) *impacts the largest service territory;*

1293 (iv) *impacts a densely populated area; or*

1294 (v) *impacts an underserved area.*

1295 (c) *The authority shall expend funds in the Unified Statewide 911 Emergency Service Account in accordance with the authority strategic plan described in Section 63H-7a-206.*

1296 (d) *The executive director shall recommend to the board expenditures for the authority to make from the Unified Statewide 911 Emergency Service Account in accordance with this Subsection (2).*

- 1299
- 1300
- 1301
- Take care to reference spending on functional capabilities as opposed to specific technologies or technology vendors. As NG911 continues to progress and evolve, intended capabilities may be met through a variety of new or emerging systems; therefore, keeping technical specifics out of legislative language provides state 911 offices the flexibility to spend funds on what suits intended capabilities at the time they are able to transition.

1302 **Item #24. Oversight, Management & Protection of Funds**

1303 **Guidance**

1304 As a matter of fiscal responsibility, it is important that funds collected
1305 and appropriated for the specific purpose of providing 911 services are,
1306 in fact, only used for those purposes. 911 fund management and
1307 oversight responsibilities may be shared across state agencies. In many
1308 states, the responsibility for overseeing the collection (and auditing) of
1309 dedicated 911 revenue from service providers assessing the customer-
1310 based fees may fall under the general responsibility of the state’s
1311 comptroller or fiscal officer. Compliance with 911-eligible expenses
1312 and state NG911 plan activities will be monitored in most cases by the
1313 911 office.

- 1314 • States may consider identifying a neutral third party to
1315 administer the dedicated 911 revenue collection and
1316 distribution. A third-party fund administrator provides
1317 transparency to interested parties and the public, and uses
1318 standardized procedures determined without a vested interest
1319 in a particular outcome. In many states, this may fall under the
1320 state comptroller’s authority.
- 1321 • The State 911 office should be responsible for ensuring that
1322 those funded entities providing 911 services appropriately and
1323 correctly expend the funds in accordance with statutory,
1324 program policy and regulation.

1325

1326 **Sample Language**

- 1327 *The State is responsible for 911 fund management and oversight.*
- 1328 *The State 911 office shall have the authority to oversee the*
- 1329 *distribution and expenditure of 911 funds consistent with existing*
- 1330 *statutes and regulations.*

1331 **Item #24. Oversight, Management & Protection of Funds (cont.)**

1332 **FYIs, Good to Knows & Gotchas!**

- 1333
- 1334
- NACo strongly advocates for strict management and oversight of the use of 911 funds, emphasizing the importance of keeping 911 funds allocated to and used for purposes only that are in service of 911 systems and service delivery.
 - The **State of Nebraska** addresses oversight as follows:
Money in the fund may be used to pay for costs incurred by or on behalf of governing bodies or public safety answering points to provide 911 service that are determined by the commission to be eligible for funding. The commission is not required to provide funding from the 911 Service System Fund to more than one public safety answering point in any county. Each entity that receives disbursements from the fund under this subsection shall make a full accounting of the money in a manner and form prescribed by the commission.
- 1335
- 1336
- 1337
- 1338
- 1339

1340 **Item #25. Local, Regional & Commercial Fund Administration**

1341 **Guidance**

1342 Any governing body receiving 911 emergency surcharge funds should
1343 deposit all such funds into interest-bearing accounts where possible. All
1344 interest earned on fund investment should also be allocated to the 911
1345 Fund. The governing body should keep records identifying critical
1346 remittance information.

1347

1348 **Sample Language**

- 1349 a) Any agency responsible for the receipt and/or usation of 911
1350 funds must maintain within its accounting system a separate
1351 special revenue fund to be identified as the 911 Fund.
- 1352 b) Any interest earned from these funds should be added to the
1353 fund.
- 1354 c) The financial balances and activities of the 911 Fund must be
1355 accounted for and reported in accordance with generally
1356 accepted accounting principles or other comprehensive basis
1357 of accounting on an annual basis.

1358 **Item #26. Local, Regional & Commercial 911 Budgeting**

1359 **Guidance**

1360 Any entity using 911 funds should adopt an annual budget and submit
1361 it to the state 911 office for review and approval in order to ensure that
1362 proposed expenditures are consistent with the state NG911 plan and
1363 allowable uses. The budget should include all project revenues, the
1364 source of those revenues, and proposed expenditures by major
1365 program activities.

1366

1367 **Sample Language**

1368 *All entities responsible for the expenditure of revenues distributed*
1369 *from the 911 Fund shall adopt an annual budget for the*
1370 *expenditure of such funds and submit such budget to the State 911*
1371 *office for review and approval. The recipient shall identify*
1372 *revenues and expenditures for eligible expense reimbursements as*
1373 *provided in this legislation and policies adopted by the State*
1374 *911 office.*

1375 **FYIs, Good to Knows & Gotchas!**

1376 It is critical that all 911 authorities understand 911 budgeting, cost factors, and the implications of transition to and sustaining NG911 capabilities. The TFOPA
1377 Working Group 3 Supplemental Report, [*Funding Sustainment Model*](#), is a comprehensive report that provides practical information about 911 funding streams
1378 and approaches for ensuring streams serve systems for the long term. However, it is also crucial for legislators and 911 authorities to understand how the
1379 budgetary process works in their state. Implementing business models and budgeting around them will need to closely align with state budgeting processes and
1380 statutes that may prescribe or prohibit certain approaches. Additionally, your state’s process will greatly affect the 911 authorities cycle for projecting revenue,
1381 setting rates, and obtaining the appropriation of adequate state funds.

1382 **Item #27. Financial Reporting & Annual 911 Fund Audits**

1383 **Guidance**

1384 States may consider monthly, quarterly, or semi-annual reporting
1385 schedules. Additionally, to ensure that identified revenue collection and
1386 distribution methods are implemented, legislation should require the
1387 use of appropriate accounting principles by PSAPs, 911 service
1388 providers and commercial parties, the State 911 office, and any other
1389 recipients of 911 funding (use of funding should be exclusive to 911
1390 service).

1391 Auditing and financial oversight authority should be specified; this
1392 authority will likely rest with a specific agency and be defined by
1393 existing auditing and financial oversight structures. Coordination with
1394 the State 911 office in the performance of financial audits should be
1395 allowed.

1396

1397 **Sample Language**

1398 *Recipients of 911 fund distributions shall comply with all reporting*
1399 *requirements established by the State 911 office, statewide 911*
1400 *advisory committee, Governor, and Legislature for financial*
1401 *information related to the operation of 911 systems.*

1402 *Recipients of 911 fund distributions shall complete an annual audit*
1403 *of 911 fund revenues and expenditures, in accordance to local*
1404 *government practices or standard accounting procedures and*
1405 *submit a copy of each audit to the State 911 office. The State 911*
1406 *office shall be audited according to xxx legislation by the xxx*
1407 *department of xxx in accordance with standard state auditing*
1408 *processes and requirements.*

1409 **Item #28. Protection from Raiding of 911 Funds**

1410 **Guidance**

1411 Although most states currently have legislation identifying allowable
1412 uses of dedicated 911 funding, there are many cases of states “raiding”
1413 or “diverting” dedicated 911 funds for non-911 expenditures, such as
1414 law enforcement purchases or transfers of funds to offset state general
1415 fund deficits. States may consider including legislation that makes it
1416 more challenging to use 911 funds for other purposes such as requiring
1417 a super-majority to approve the use of 911 funding for non-911
1418 purposes.

1419 **Sample Language**

1420 *The revenues in the 911 Fund may not be reduced, withheld, or*
1421 *allocated for purposes other than those described in section xxx.*

1422 *These funds shall not be obligated or expended, for any other*
1423 *purpose other than the purpose for which charges are designated*
1424 *presented and shall not be eliminated or redesignated for purposes*
1425 *other than the implementation or operation of 911 services, E911*
1426 *services, or NG911 services.*

1427 **Item #29. Grantmaking**

1428 **Guidance**

1429 The State 911 office should have the authority to develop, implement,
1430 and oversee a state 911 grant program to provide 911 grants to local
1431 and regional entities to implement NG911, as appropriate, within the
1432 state’s funding environment. Such a grant program could be used to
1433 address equity issues among PSAPs.

1434

1435 **Sample Language**

1436 *The state 911 office shall have the authority to develop and*
1437 *administer grant programs to assist PSAPs and regional*
1438 *emergency 911 communication centers in providing coordinated*
1439 *911 services, and to foster the development of regional PSAPs,*
1440 *regional secondary PSAPs, and regional emergency 911*
1441 *communication centers. Programs shall be administered in*
1442 *alignment with applicable state grant procedures.*

1443 **Item #30. Acceptance of Grants & Gifts**

1444 **Guidance**

1445 State legislation should enable the State 911 office to pursue accept,
1446 implement, and or manage Federal and private grant funds and
1447 financial gifts, within the parameters of the 911 state plan, in
1448 accordance with existing state law, constitutional authority, and state
1449 policies.

1450

1451 **Sample Language**

1452 *The state 911 office may apply for and accept gifts, grants,*
1453 *contributions, and bequests of funds from any department, agency*
1454 *or subdivision of federal, state, county, or municipal government,*
1455 *and any individual foundation, corporation, association, or public*
1456 *authority for the purpose of providing or receiving services,*
1457 *facilities, or staff assistance in connection with its work. Such*
1458 *funds will be deposited in the 911 Fund.*

A stack of several books is shown on a wooden surface. The books are of various colors, including brown, red, and blue. The background is dark with a repeating circular pattern. The word "Appendices" is written in large, white, bold letters across the top of the image.

Appendices

Appendix 1: 911 Terms & Definitions

TERM	DEFINITION
911 (or 9-1-1)	A three-digit telephone number to facilitate the reporting of an emergency requiring a response by a public safety agency.
911 authority	A state, county, regional, or other governmental entity responsible for 911 service operations. For example, this could be a county/parish or city government, a special 911 or Emergency Communications District, a Council of Governments or other similar body.
911 “call”	A generic term used to include any type of Request For Emergency Assistance (RFEA); and is not limited to voice. This may include a session established by signaling with two way real-time media and involves a human making a request for help. We sometimes use “voice call”, “video call” or “text call” when specific media is of primary importance. The term “non-human-initiated call” refers to a one-time notification or series of data exchanges established by signaling with at most one way media, and typically does not involve a human at the “calling” end. The term “call” can also be used to refer to either a “Voice Call”, “Video Call”, “Text Call” or “Data-only call”, since they are handled the same way through most of NG9-1-1.
911 fund	The fund established by state statute that is specifically used to fund 911 activities and/or infrastructure.
911 service area	The geographic area that has been granted authority by a state or local governmental body to provide 911 services.
911 state plan	A document prepared, maintained, implemented, and updated by a state that provides a comprehensive plan for operating a statewide 911 system that communicates 911 call information across networks and among PSAPs, addresses all aspects of the statewide 911 system, and describes the allowable uses of revenue in the 911 fund.
911 system	A coordinated system of technologies used by a collaborative group of people to operate an efficient and effective network for accepting, processing, and delivering emergency information to facilitate an emergency response. A set of networks, software applications, databases, customer premises equipment (CPE) components, and operations and management procedures required to provide 911 service. This may include commercial, governmental, and human resources.
Access provider	An access provider is any organization that arranges for an individual or an organization to have access to the internet.
Additional data	Data that further describe the nature of how a call was placed, the person(s) associated with the device placing the call, or the location the call was placed from. There are three types of Additional Data: Additional Data for the Call, Additional Data for the Caller, and Additional Data for the Location.
Agency	In NG911, an organization that is connected directly or indirectly to the ESInet. Public safety agencies are examples of Agency. An entity such as a company that provides a service in the ESInet can be an Agency. Agencies have identifiers and credentials that allow them access to services and data.

TERM	DEFINITION
Agent	In NG911, an Agent is an authorized person—an employee, contractor or volunteer, who has one or more roles in an Agency. An Agent can also be an automaton in some circumstances (e.g. an IMR answering a call).
Alternate routing	The capability of routing 9-1-1 calls to a designated alternate location(s) if all 9-1-1 trunks are busy or out of service. May be activated upon request or automatically, if detectable, when 9-1-1 equipment fails or the PSAP itself is disabled.
Automatic location identifier (ALI)	The automatic display at the PSAP of the caller’s address/location of the telephone and supplementary emergency services information of the location from which a call originates.
Automatic Number Identification (ANI)	The automatic display at the PSAP of the caller’s telephone number associated with the access line from which a call originates.
Basic 911	An emergency telephone system which automatically connects 911 callers to a designated answering point. Call routing is determined by the originating telephone central office only. Basic 911 may or may not support ANI and/or ALI.
Call-taker	An agent of a PSAP who answers and processes emergency calls. Synonymous with the term, “Telecommunicator.”
Call-taking	The act of processing a call for emergency assistance up to the point that the call is ready for dispatch, including the use of equipment, call classification, location of a caller, and determination of the appropriate response level for emergency responders.
Call handling	Functional element concerned with the details of the management of calls. It handles all communication from the caller. It includes the interfaces, devices and applications utilized by the Agents to handle the call.
Call routing	The capability to selectively route the 9-1-1 call to the appropriate PSAP.
Carrier	A function provided by a business to a customer base, typically for a fee. Examples of carriers and associated services are PSTN service by a local exchange carrier, Voice over Internet Protocol (VoIP) service by a VoIP provider; e-mail service provided by an Internet service provider.
Commercial call center	A privately operated call center, which answers emergency and/or nonemergency calls.
Commercial mobile radio service (CMRS)	An FCC designation for any carrier or licensee whose wireless network is connected to the public switched telephone network.
CMRS connection	Each mobile handset telephone number assigned to a CMRS subscriber with a place of primary use in-state.
CMRS provider	An entity, whether facilities-based or non-facilities-based, that is licensed by the Federal Communications Commission to provide CMRS or that resells CMRS within a state.
Computer-aided Dispatch (CAD)	A computer-based system that aids PSAP telecommunicators by automating selected dispatching and record keeping activities.
Continuity of Operations (COOP)	The ability to continue operations during and after a service impacting event through a specific set of procedures designed to reduce the damaging consequences of unexpected events resulting in the loss of 911 capabilities.
Customer premise equipment (CPE)	Communications or terminal equipment located in the customer’s facilities—terminal equipment at a PSAP.

TERM	DEFINITION
Database	An organized collection of information, typically stored in computer systems, comprised of fields, records (data), and indexes. In 911, such databases include Master Street Address Guide (MSAG), telephone number/Emergency Service Number (ESN), and telephone customer records.
Data exchange	The process of exchanging 911 data between service providers and the database management system provider.
Dispatch system	Functional element used to assign appropriate resources (emergency responders) to an incident, monitor the response and relay relevant information. Tracks and logs all transactions associated with the emergency response.
Enhanced 911 (E911)	A telephone system that includes network switching, database and PSAP premise elements capable of providing automatic location identification data, selective routing, selective transfer, fixed transfer, and a call-back number. The term also includes any enhanced 911 service so designated by the Federal Communications Commission in its Report and Order in WC Docket Nos. 04-26 and 05-196, or any successor proceeding.
Emergency Medical Services	A service providing out-of-hospital acute care and transport to definitive care, to patients with illnesses and injuries which the patient believes constitute a medical emergency.
Emergency services IP network (ESInet)	An ESInet is a managed IP network that is used for emergency services communications, and which can be shared by all public safety agencies. It provides the IP transport infrastructure upon which independent application platforms and core services can be deployed, including, but not restricted to, those necessary for providing NG9-1-1 services. ESInets may be constructed from a mix of dedicated and shared facilities. ESInets may be interconnected at local, regional, state, federal, national and international levels to form an IP-based inter-network (network of networks). The term ESInet designates the network, not the services that ride on the network.
First Responder Network Authority (FirstNet)	Signed into law on February 22, 2012, the Middle Class Tax Relief and Job Creation Act created the First Responder Network Authority (FirstNet). The law gives FirstNet the mission to build, operate and maintain the first high-speed, nationwide wireless broadband network dedicated to public safety. FirstNet will provide a single interoperable platform for emergency and daily public safety communications. http://www.firstnet.gov/
Geographic information Systems (GIS)	A system for capturing, storing, displaying, analyzing and managing data and associated attributes which are spatially referenced.
i3 Solution	NENA i3 introduces the concept of an Emergency Services IP network (ESInet), which is designed as an IP-based inter-network (network of networks) shared by all agencies which may be involved in any emergency.
Interlocal services agreement	An agreement among governmental jurisdictions or privately owned systems, or both, within a specified area to share 911 system costs, maintenance responsibilities, and other considerations.
Internet protocol (IP)	The method by which digital data is sent from one computer to another on the Internet or other networks.
Interoperability	The capability for disparate communications systems to seamlessly interconnect and work together as a collective system.
Landline	Colloquial term for the public switched telephone network access via an actual copper or fiber optic transmission line that travels underground or on telephone poles. Used to differentiate the “wireless” connectivity of a cellular or Personal Communication System.
Legacy network gateway (LNG)	An NG911 functional Element that provides an interface between a non-IP originating network and a Next Generation Core Services (NGCS) enabled network.

TERM	DEFINITION
Legacy PSAP gateway (LPG)	The Legacy PSAP Gateway (LPG) is a signaling and media interconnection point between an ESInet and a legacy PSAP. It plays a role in the delivery of emergency calls that traverse an i3 ESInet to get to a legacy PSAP, as well as in the transfer and alternate routing of emergency calls between legacy PSAPs and NG9-1-1 PSAPs. The LPG supports an IP (i.e., SIP) interface towards the ESInet on one side, and a traditional MF or Enhanced MF interface (comparable to the interface between a traditional Selective Router and a legacy PSAP) on the other.
Local exchange carrier	A telecommunications carrier under the state/local Public Utilities Act that provides local exchange telecommunications services. Also known as incumbent local exchange carriers, alternate local exchange carriers, competitive local exchange carriers, competitive access providers, certified local exchange carriers, and local service providers.
Location information server (LIS)	A functional element in an IP-capable originating network that provides locations of endpoints (i.e., calling device). A LIS can provide Location by-Reference, or Location-by-Value, and, if the latter, in geo or civic forms. A LIS can be queried by an endpoint for its own location, or by another entity for the location of an endpoint. In either case, the LIS receives a unique identifier that represents the endpoint, for example an IP address, circuit-ID or Media Access Control (MAC) address and returns the location (value or reference) associated with that identifier. The LIS is also the entity that provides the dereferencing service, exchanging a location reference for a location value.
Master Street Address Guide (MSAG)	A database of street names and house number ranges within their associated communities defining emergency service zones (ESZs) and their associated emergency service numbers (ESNs) to enable proper routing of 911 calls.
Memorandum of Agreement (MOA)	A memorandum of agreement or cooperative agreement is a document written between parties to cooperatively work together on an agreed upon project or meet an agreed upon objective.
Memorandum of Understanding (MOU)	A memorandum of understanding is a document that expresses mutual accord on an issue between two or more parties.
Mutual aid agreement	Written agreement between agencies and/or jurisdictions in which they agree to assist one another upon request, by furnishing personnel and equipment.
National Information Exchange Model (NIEM)	A community-driven, standards-based, national model for structured information sharing. www.niem.gov
National Incident Management System (NIMS)	A standardized approach to incident management developed by the U.S. Department of Homeland Security. It is intended to facilitate coordination between all responders (including all levels of government with public, private, and non-governmental organizations). https://www.fema.gov/national-incident-management-system
Next Generation 911 (NG911) services	<p>"Next Generation 9-1-1 services" means a secure, IP-based, open standards system comprised of hardware, software, data, and operational policies and procedures that:</p> <ol style="list-style-type: none"> a) provides standardized interfaces from emergency call and message services to support emergency communications; b) processes all types of emergency calls, including voice, text, data, and multimedia information; c) acquires and integrates additional emergency call data useful to call routing and handling; d) delivers the emergency calls, messages, and data to the appropriate public safety answering point and other appropriate emergency entities based on the location of the caller; e) supports data, video, and other communications needs for coordinated incident response and management; and f) interoperates with services and networks used by first responders to facilitate emergency response. <i>REF: Agreed to by NENA, NASNA, iCERT, and the National 9-1-1 Office representatives on 01/12/2018.</i>

TERM	DEFINITION
Order of authority	A formal order by the state or local authority which authorizes public agencies or public safety agencies to provide 911 service in a geographical area.
Prepaid wireless telephone service	Telephone service authorized by the purchase of CMRS, either exclusively or in conjunction with other services. This service must be paid for in advance and is sold in units or dollars whose number or dollar value declines with use and is known on a continuous basis.
Private 911 Emergency Answering Point	An answering point operated by nonpublic safety entities with functional alternative and adequate means of signaling and directing response to emergencies. Includes training to individuals intercepting call for assistance that is in accordance with applicable local emergency telecommunications requirements. Private 911 emergency answering points are an adjunct to public safety response and as such must provide incident reporting to the public safety emergency response centers per local requirements.
Proprietary information	Subscriber lists, technology descriptions, technical information, or trade secrets that are developed, produced, or received internally by a voice communications service provider or by a voice communications service provider’s employees, directors, officers, or agents.
Public safety agency	A functional division of a public agency that provides firefighting, police, medical or other services to respond to and manage emergency incidents.
Public safety answering point (PSAP)	<p>An entity responsible for receiving 911 calls and processing those calls according to a specific operational policy.</p> <ul style="list-style-type: none"> • Primary PSAP: A PSAP to which 911 calls are routed directly from the 911 Control Office. • Secondary PSAP: A PSAP to which 911 calls are transferred from a primary PSAP. • Alternate PSAP: A PSAP designated to receive calls when the primary PSAP is unable to do so. • Consolidated PSAP: A facility where multiple public safety agencies choose to operate as a single 911 entity. • Legacy PSAP: A PSAP that cannot process calls received via i3-defined call interfaces (IP-based calls) and still requires the use of CAMA or ISDN trunk technology for delivery of 911 emergency calls. • Serving PSAP: The PSAP to which a call would normally be routed. • NG911 PSAP: This term is used to denote a PSAP capable of processing calls and accessing data services as defined in NENA’s i3 specification, NENA NENA-STA-010, and referred to therein as an “i3 PSAP.”
Service provider	An entity providing one or more of the following 911 elements: network, CPE, or database service.
Standards development organization (SDO)	An entity whose primary activities are developing, coordinating, promulgating, revising, amending, reissuing, interpreting, or otherwise maintaining standards that address the interests of a wide base of users outside the standards development organization.
Subscriber	A person who purchases a communications service and is able to receive it or use it periodically over time.
Telecommunication	The transmission, between and among points specified by the user, or information of the user’s choosing, without change in the form of content of the information sent and received, regardless of the facilities, equipment or technology used.
Telecommunicator	Person employed by a PSAP and/or an EMD service provider qualified to answer incoming emergency telephone calls and/or provides for the appropriate emergency response either directly or through communication with the appropriate PSAP.

TERM	DEFINITION
Virtual PSAP	An operational model directly enabled through NG911 features and/or network hosted PSAP equipment in which telecommunicators are geographically dispersed, rather than working from the same physical location. Remote access to the PSAP applications by the dispersed telecommunicators requires the appropriate network connections, security, and work station equipment at the remote location. Unified communications applications supporting voice, data, instant messaging, and video communications between telecommunicators may be used to enable the telecommunicators to work cooperatively from diverse locations. The virtual work place may be a logical combination of physical PSAPs, or an alternate work environment such as a satellite facility, or any combination of the above. Workers are connected and interoperate via IP connectivity.
Voice communications service	The transmission, conveyance, or routing of real-time two-way voice communications to a point or between or among points or through any electronic, radio, satellite, cable, optical, microwave, wireline, wireless, or other medium or method, regardless of the protocol used, including interconnected VoIP service.
Voice over Internet protocol (VoIP)	Technology that permits delivery of voice calls and other real-time multimedia sessions over IP networks.

1461
1462

Appendix 2: Associations, Organizations & Other Stakeholder Entities Relevant to 911

NAME/ACRONYM	DESCRIPTION	WEBSITE
American National Standards Institute (ANSI)	Entity that coordinates the development and use of voluntary consensus standards in the United States and represents the needs and views of U.S. stakeholders in standardization forums around the globe.	www.ansi.org
Association of Public Safety Communications Officials (APCO)	APCO is the world’s oldest and largest not-for-profit professional organization dedicated to the enhancement of public safety communications.	http://www.apcointl.org/
American Registry for Internet Numbers (ARIN)	An organization that provides services related to the technical coordination and management of Internet number resources.	https://www.arin.net/
Alliance for Telecommunications Industry Solutions (ATIS)	A U.S.-based organization that is committed to rapidly developing and promoting technical and operations standards for the communications and related information technologies industry worldwide using a pragmatic, flexible and open approach.	www.atis.org
Commission on Accreditation for Law Enforcement Agencies (CALEA)	<p>Created in 1979 as a credentialing authority through the joint efforts of law enforcement's major executive associations:</p> <ul style="list-style-type: none"> • International Association of Chiefs of Police (IACP); • National Organization of Black Law Enforcement Executives (NOBLE); • National Sheriffs' Association (NSA); and the • Police Executive Research Forum (PERF). <p>The purpose of CALEA’s Accreditation Programs is to improve the delivery of public safety services, primarily by: maintaining a body of standards, developed by public safety practitioners, covering a wide range of up-to-date public safety initiatives; establishing and administering an accreditation process; and recognizing professional excellence.</p>	http://www.calea.org/
Communications Security, Reliability, and Interoperability Council (CSRIC) (formerly known as the Network Reliability and Interoperability Council [NRIC])	An advisory body of the FCC which provides recommendations to the FCC to ensure, among other things, optimal security and reliability of communications systems, including telecommunications, media, and public safety.	https://www.fcc.gov/about-fcc/advisory-committees/communications-security-reliability-and-interoperability-council-0

NAME/ACRONYM	DESCRIPTION	WEBSITE
Emergency Services Interconnection Forum (ESIF)	<p>An open, technical/operational forum, under the auspices of the Alliance For Telecommunications Industry Solutions, with the voluntary participation of interested parties to identify and resolve recognized 911 interconnection issues. “The interest of all members will be served by observing the principles of openness, fairness, consensus, and due process. ESIF will liaise with standards and governmental organizations to apprise them of its deliberations and decisions. Discussions will be focused on the FCC’s Wireless Phase I and II mandates, and into other areas of emergency services interconnection.”</p>	www.atis.org/esif
Federal Communications Commission (FCC)	<p>An independent U.S. government agency overseen by Congress, the Federal Communications Commission regulates interstate and international communications by radio, television, wire, satellite and cable in all 50 states, the District of Columbia and U.S. territories.</p>	https://www.fcc.gov/
Federal Geographic Data Committee (FGDC)	<p>The Federal Geographic Data Committee (FGDC) is an interagency committee that promotes the coordinated development, use, sharing, and dissemination of geospatial data on a national basis.</p>	https://www.fgdc.gov/
First Responder Network Authority (FirstNet)	<p>Signed into law on February 22, 2012, the Middle Class Tax Relief and Job Creation Act created the First Responder Network Authority (FirstNet). The law gives FirstNet the mission to build, operate and maintain the first high-speed, nationwide wireless broadband network dedicated to public safety. FirstNet will provide a single interoperable platform for emergency and daily public safety communications.</p>	http://www.firstnet.gov/
Internet Architecture Board (IAB)	<p>The IAB is the committee charged with oversight of the technical and engineering development of the Internet by the Internet Society (ISOC). It oversees a number of Task Forces, of which the most important are the Internet Engineering Task Force (IETF) and the Internet Research Task Force (IRTF). The body which eventually became the IAB was originally formed by the United States Department of Defense’s Defense Advanced Research Projects Agency under the name Internet Configuration Control Board in 1979; it eventually became the Internet Advisory Board in September, 1984, and then the Internet Activities Board in May, 1986 (the name was changed, while keeping the same acronym). It finally became the Internet Architecture Board, under ISOC, in January, 1992, as part of the Internet’s transition from a U.S.-government entity to an international, public entity.</p>	https://www.iab.org/
International Academies of Emergency Dispatch	<p>A non-profit standard-setting organization, formerly known as the National Academies of Emergency Dispatch (NAED), promoting safe and effective emergency dispatch services worldwide.</p>	http://www.emergencydispatch.org/

NAME/ACRONYM	DESCRIPTION	WEBSITE
Internet Assigned Numbers Authority (IANA)	IANA is the entity that oversees global IP address allocation; Domain Name System (DNS) root zone management, and other Internet protocol assignments.	www.iana.org
Internet Corporate for Assigned Names and Numbers (ICANN)	Authority for public domain addresses and URLs, including related policies and databases.	https://www.icann.org/
Institute of Electrical and Electronic Engineers (IEEE)	A publishing and standards making body responsible for many telecom and computing standards.	https://www.ieee.org/
Internet Engineering Steering Group (IESG)	The IESG is a body composed of the Internet Engineering Task Force Chair and Area Directors.	https://www.ietf.org/about/groups/iesg/
Internet Engineering Task Force (IETF)	Lead standard setting authority for internet protocols.	https://www.ietf.org/
Integrated Justice Information Systems Institute (IJIS)	The IJIS Institute, a 501(c)(3) nonprofit corporation, represents industry's leading companies who collaborate with local, state, tribal, and federal agencies to provide technical assistance, training, and support services for information exchange and technology initiatives. The mission of the IJIS Institute is to unite the private and public sectors to improve critical information sharing for those who provide public safety and administer justice in our communities.	www.ijis.org
International Committee for Information Technology Standards (INCITS)	A U.S.-based Standards Development Organization dedicated to the creation of information technology standards.	www.incits.org
International Standards Organization (ISO)	An independent, non-governmental international organization with a membership of 161 national standards bodies.	www.iso.org
International Telecommunication Union (ITU)	The telecommunications agency of the United Nations established to provide worldwide standard communications practices and procedures. Formerly the Consultative Committee for International Telephony and Telegraphy (CCITT).	https://www.itu.int/en/Pages/default.aspx
National 911 Program	The National 911 Program's mission is to provide federal leadership and coordination in supporting and promoting optimal 911 services. This federal "home" for 911 plays a critical role by coordinating federal efforts that support 911 services across the nation.	https://www.911.gov/
National Suicide Prevention Lifeline (LIFELINE)	The National Suicide Prevention Lifeline is a national network of local crisis centers that provides free and confidential emotional support to people in suicidal crisis or emotional distress 24 hours a day, 7 days a week.	https://suicidepreventionlifeline.org/

NAME/ACRONYM	DESCRIPTION	WEBSITE
North American Network Operators Group (NANOG)	A governing body that provides guidance and instructions for the design of an IP network. NANOG is typically involved in the best current operational practices for IPv6 planning.	https://www.nanog.org/about/home
North American Numbering Plan Administration (NANPA)	The organization that has overall administrative responsibility of the North American Numbering Plan (NANP), an integrated telephone numbering plan serving 20 North American countries that share its resources.	www.nationalnanpa.com
National Association of Search and Rescue (NASAR)	Non-profit association dedicated to advancement of professional, literary and scientific knowledge and training in the search and rescue field.	http://www.nasar.org/
National Association of State 911 Administrators (NASNA)	An association that represents state 911 programs in the field of emergency communications.	www.nasna911.org
National Center for Missing and Exploited Children (NCMEC)	The National Center for Missing & Exploited Children® opened in 1984 to serve as the nation’s clearinghouse on issues related to missing and sexually exploited children.	www.missingkids.com
National Exchange Carrier Association (NECA)	A membership association of U.S. local telecommunications companies dedicated to keeping customers connected on state-of-the-art communications networks.	www.neca.org
National Emergency Number Association (NENA)	The National Emergency Number Association is a not-for-profit corporation established in 1982 to further the goal of “One Nation-One Number.” NENA is a networking source and promotes research, planning and training. NENA strives to educate, set standards and provide certification programs, legislative representation and technical assistance for implementing and managing 911 systems.	www.nena.org
National Fire Protection Association	A global nonprofit organization, established in 1896, devoted to eliminating death, injury, property and economic loss due to fire, electrical and related hazards.	www.nfpa.org
National Highway Traffic Safety Administration (NHTSA)	NHTSA is an agency of the Executive Branch of the U.S. government, part of the Department of Transportation. It describes its mission as "Save lives, prevent injuries, reduce vehicle-related crashes." The National 911 Program is housed under NHTSA.	www.nhtsa.gov
National Integration Center (NIC)	The Department of Homeland Security’s National Integration Center is responsible for managing the implementation and administration of the National Incident Management System (NIMS).	https://www.fema.gov/fema-technical-assistance-program

NAME/ACRONYM	DESCRIPTION	WEBSITE
National Information Standards Organization (NISO)	NISO, the National Information Standards Organization, a non-profit association accredited by the American National Standards Institute (ANSI), identifies, develops, maintains, and publishes technical standards to manage information in our changing and evermore digital environment. NISO standards apply both traditional and new technologies to the full range of information-related needs, including retrieval, re-purposing, storage, metadata, and preservation.	http://www.niso.org
National Institute of Standards and Technology (NIST)	A part of the United States Department of Commerce that oversees the operation of the U.S. National Bureau of Standards. NIST works with industry and government to advance measurement science and to develop standards in support of industry, commerce, scientific institutions, and all branches of government. Their mission is to promote innovation and industrial competitiveness.	www.nist.gov
National Joint Telecommunicator Emergency Response Taskforce (TERT) Initiative (NJTI)	A partnership between APCO and NENA that has worked to develop the many facets of a TERT program and to help states develop who do not yet have an active TERT program. TERT involves a comprehensive program that includes assistance to individual states in developing programs that would lead to the establishment of predetermined and selected trained teams of individuals who can be mobilized quickly and deployed to assist communications centers during disasters.	www.njti-tert.org
National Telecommunications and Information Administration (NTIA)	NTIA is the executive branch agency that is principally responsible for advising the President on telecommunications and information policy issues. NTIA's programs and policymaking focus largely on expanding broadband Internet access and adoption in America, expanding the use of spectrum by all users, and ensuring that the Internet remains an engine for continued innovation and economic growth.	https://www.ntia.doc.gov/
Organization for Advancement of Structured Information Standards (OASIS)	A standards development organization that promulgates standards for data interchange.	www.oasis-open.org
Open Geospatial Consortium (OGC)	A standards development organization that promulgates standards for the global geospatial community.	http://www.opengeospatial.org/
Open Mobile Alliance (OMA)	A standards development organization which develops standards for the mobile phone industry.	www.openmobilealliance.org
Packet Technologies and Services Committee (PTSC)	PTSC is an ATIS standards committee that develops standards related to services, architectures, signaling, network interfaces, next generation carrier interconnect, cybersecurity, and government emergency telecommunications service within next generation networks.	www.atis.org/PTSC
Urban and Regional Information Systems Association (URISA)	A non-profit association of professionals using GIS and other information technologies to solve challenges in US state and local government agencies.	http://www.urisa.org/

1464 **Appendix 3: Useful Resources**

1465 **Federal Rules, Regulations & Laws**

- 1466 • [*Wireless Communications and Public Safety Act of 1999 \(PL 106-81\)*](#)
- 1467 • [*Enhance 911 Service Act of 2004 \(PL 108-494\)*](#)
- 1468 • [*New and Emerging Technologies 911 Improvement Act of 2008*](#)
- 1469 • [*Food, Conservation and Energy Act of 2008 \(“Farm Bill”\) \(PL 110-246\)*](#)
- 1470 • [*Implementing Recommendations of the 9/11 Commission Act of 2007 \(PL 110-53\)*](#)

1471 **Reports**

- 1472 • FCC TFOPA [*Adopted Final Report*](#)
- 1473 • TFOPA Working Group 1 Supplemental Report—[*Optimal Cybersecurity Approach for PSAPs*](#)
- 1474 • TFOPA Working Group 2 Supplemental Report—[*Phase II Supplemental Report: NG9-1-1 Readiness*](#)
- 1475 [*Scorecard*](#)
- 1476 • TFOPA Working Group 3 Supplemental Report—[*Funding Sustainment Model*](#)
- 1477 • GAO Report to Congressional Committees: [*911 Services Most States Used 911 Funds for Intended*](#)
- 1478 [*Purposes, but FCC Could Improve Its Reporting on States’ Use of Funds*](#)
- 1479 • FCC Emergency Access Advisory Committee (EACC) Working Group 7 Report—[*Recommendations on*](#)
- 1480 [*Timeline Alignment*](#)
- 1481 • Canadian Radio-television and Telecommunications Commission, [*A Report on Matters Related to*](#)
- 1482 [*Emergency 911*](#)

1483 **Guidance & Research Documents**

- 1484 • *Guidelines for Developing a State NG911 Plan**
- 1485 • National 911 Program [*State Assessment Handbook: A Guide for States Participating in the Statewide 911*](#)
- 1486 [*System Assessment Process*](#)
- 1487 • National 911 Program [*State Assessment Guidelines Synopsis Chart*](#)
- 1488 • National 911 Program [*Next Generation 911 \(NG911\) Standards Identification and Review*](#)
- 1489 • [*NG911 & FirstNet: Together Building the Future of Public Safety Communications \(A Guide for State &*](#)
- 1490 [*Local Authorities\)*](#)
- 1491 • [*Guidelines for Minimum Training*](#)
- 1492 • National 911 Program [*Next Generation 911 \(NG9-1-1\) Interstate Playbook, Chapter 1*](#)
- 1493 • National 911 Program [*Next Generation 911 \(NG9-1-1\) Interstate Playbook, Chapter 2*](#)
- 1494

1495 *Hyperlink will be added once resource is published and posted for public distribution.

1496 **Databases & Resource Repositories**

- 1497 • APCO [Standards to Download](#)
- 1498 • NASNA [How to Start a State 911 Program](#)
- 1499 • NASNA [State 911 Contacts](#)
- 1500 • NASNA 911 [Regionalization—Tools and Information](#)
- 1501 • National 911 [Program Documents & Tools](#)
- 1502 • [National 911 Profile Database](#)
- 1503 • NCSL [Key Enacted 911 Legislation Database](#)
- 1504 • NENA [Company Identifier Program](#)
- 1505 • NENA [Standards & Other Documents](#)